



Ranko Trišić

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ABOUT ME

I am an aspiring professional with a background in game design and engineering. Through my experience as part of various game design teams, I have valuable skills in technical problem-solving, collaboration, and creative troubleshooting, which can be applied in any Software Support Analyst role. I have an analytical mindset, attention to detail, and user-focused approach to contribute to the seamless delivery of software problem analysis and investigation.

WORK EXPERIENCE

IDEAL SUPPORT – BANJA LUKA, BOSNIA AND HERZEGOVINA

SOFTWARE AND HARDWARE SUPPORT ANALYST – 01/04/2025 – 31/07/2025

- assemble and configure Point-of-Sale (POS) hardware systems for deployment for new users.
- stage and install POS software for new clients and ensure seamless system functionality before dispatch.
- dispatch and manage logistics for new or replacement hardware, ensuring minimal disruption to client operations.
- configure back-office PCs and deploy transactional/reporting data to support real-time business insights and analytics.
- investigate and resolve technical issues related to POS transactional data, reporting discrepancies, and system malfunctions.

FREELANCE

FREELANCE GAME DESIGNER & QA TESTER – 01/09/2023 – 31/03/2025

- collaborated with game development teams to design and iterate on game mechanics, UI/UX elements, and core gameplay features in **Unity Engine**.
- conducted rigorous quality assurance (QA) testing throughout various stages of game development, identifying and resolving bugs and performance issues.
- delivered actionable feedback to enhance game design, usability, and functionality, improving overall player experience and satisfaction.

LEGIT GAMES – BANJA LUKA, BOSNIA AND HERZEGOVINA

Link <https://play.google.com/store/apps/details?id=com.LoveBack.PetsHero>

GAME DESIGNER – 01/03/2022 – 10/08/2023

- worked as Game Designer on various project in coop with other team member
- team work with all members and feedback on various aspects of game elements
- QA testing of game in various stages of development
- release of game Pets Hero
- game was developed in Unity Engine

DIRTY PAWS STUDIO – KLAGENFURT, AUSTRIA

Link <https://www.dirtypaws.studio/project-octopus>

LEVEL DESIGNER - INTERNSHIP – 01/10/2021 – 01/03/2022

- worked on the end-to-end implementation of a level in the 2D video game Project Octopus
- drafted the first concepts of the level and implemented them into playable blackouts
- responsible for QA testing of game
- game was developed in Unity Engine

 **UNIVERSITY OF BANJA LUKA** – BANJA LUKA, BOSNIA AND HERZEGOVINA

MANAGER FOR STUDENT AFFAIRS – 01/11/2013 – 01/10/2020

- engaged in Department for Legal Assessment, where I assisted legal staff in various areas of law
- included in multiple professional duties maintaining legal documents and supporting students as legal adviser

 **DISTRICT ATTORNEY OFFICE** – BANJA LUKA, BOSNIA AND HERZEGOVINA

LEGAL TRAINEE AT DISTRICT ATTORNEY OFFICE – 01/11/2011 – 01/11/2013

- engaged in Department of War and Medical Damage Assessment where provided assistance in various legal tasks
- Identified complex problems and reviewed related information to develop and evaluate options and implement solutions

 **ICLA** – BANJA LUKA, BOSNIA AND HERZEGOVINA

EXECUTIVE ASSISTANT TO CEO – 01/09/2009 – 01/12/2010

- managed information flow a timely and accurate manner
- rack daily expenses and prepare weekly, monthly reports
- act as an office manager by keeping up with office supply inventory and format internal and external communication

● EDUCATION AND TRAINING

01/10/2020 – 30/05/2023 Klagenfurt, Austria

MSC OF GAMES STUDIES AND ENGINEERING University of Klagenfurt, Department for Informational Technologies

01/09/2006 – 01/08/2011 Banja Luka, Bosnia and Herzegovina

BACHELOR OF LAW University of Banja Luka

01/10/2012 – 30/12/2012 Lucerne, Switzerland

GLOBAL MANAGER SHORT COURSE B.H.M.S.

● LANGUAGE SKILLS

Mother tongue(s): **CROATIAN** | **BOSNIAN** | **SERBIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● SKILLS

Unity 3D engine | 2D ,3D Unity | Unreal Engine basics | GitHub | Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Asperite | • Wix (Web Design) | Jira

● COMMUNICATION AND INTERPERSONAL SKILLS

Creativity, Teamwork, Ability to work under pressure, Fast learner, Communication skills, Computer skills here the description...