

## **Karmen Kardum**

Split, Croatia

**Phone:** +385-91-972-9847

**Email:** [karmen.kardum@gmail.com](mailto:karmen.kardum@gmail.com)

**LinkedIn:** [linkedin.com/in/karmen-kardum](https://www.linkedin.com/in/karmen-kardum)

## **SUMMARY**

Software Engineer with 10+ years of experience spanning algorithmic trading systems, enterprise SaaS platforms, and infrastructure management. Proven track record in system design, data architecture, product development, and cross-functional collaboration. Strong technical background with Master of Computer Science degree and expertise in Python, SQL, and distributed systems. Experience in both hands-on development and technical product management roles.

## **TECHNICAL SKILLS**

Programming Languages: Python, JavaScript, SQL, PHP

Databases: PostgreSQL, MySQL, MongoDB, Redis, Database design, Data modeling, Query optimization

Infrastructure & DevOps: Docker, Linux administration, Git, REST APIs, System architecture

Software Development: Agile/Scrum methodologies, Technical specifications, Software design patterns, Testing & QA

Data Engineering: Data pipelines, Real-time processing, Market data systems, ETL processes

Product Development: UX design, Balsamiq wireframing, Product specifications, Requirements analysis

Documentation: Technical writing, API documentation, Design documents, System architecture documentation

Collaboration Tools: Jira, Basecamp, GitHub, Git version control

Domain Expertise: Trading systems, Infrastructure management, Enterprise SaaS, SCADA systems, ERP systems

## **WORK EXPERIENCE**

### **Product Owner**

**Planet IRM, Remote | Jul 2015 - Jun 2023**

Product Owner for Planet IRM NexGen, enterprise cloud-based infrastructure management platform serving Fortune 500 companies and U.S. Department of Defense agencies.

Product Development & Technical Leadership:

- Designed 125+ UI/UX mockups in Balsamiq defining feature specifications for front-end and back-end development teams
- Worked with Object Model data architecture framework describing object structure, relations, and properties

- Collaborated with 10-15 engineers across multiple time zones on system architecture and technical implementation
- Attended almost all engineering and architecture meetings to understand technical implementation deeply
- Participated in database design conversations and data modeling discussions with engineering teams
- Contributed to technical architecture discussions for cloud platform migration and infrastructure management features

#### Technical Documentation & Specifications:

- Authored 1,800+ pages of comprehensive technical documentation across 28 product versions
- Created detailed technical specifications and design documents used by development teams for feature implementation
- Documented complex system architecture, REST API integrations, and deployment workflows
- Wrote deployment workflows and technical requirements for developers implementing infrastructure management solutions
- Created detailed release notes (30+ pages each) documenting features, bug fixes, and system changes
- Researched and proposed API documentation approach using Swagger/OpenAPI specification

#### Integration & Quality Assurance:

- Created mockups and documented integration features with third-party enterprise systems (Fluke Networks LinkWare Live, BMC Helix ITSM, ServiceNow)
- Attended integration design meetings with engineering teams and external partners
- Conducted acceptance testing and quality validation for new features before production release
- Established version control processes for documentation using Dr.Explain, GitBook, and Wikipages

#### Stakeholder Management:

- Worked closely with CTO and stakeholders on product strategy and feature prioritization
- Served as primary product contact for enterprise clients and government agencies
- Translated user needs into technical requirements and feature specifications
- Improved user self-service capabilities through comprehensive documentation reducing support burden

### **Software Project Manager**

**i3Annotate, Remote | Mar 2017 - Dec 2018**

Led Agile development of multi-platform touchscreen annotation application for business and education from prototype to production release.

- Led 6-person development team (contractors and direct reports) through full project lifecycle
- Managed hiring, performance reviews, and team coordination
- Defined project scope, milestones, and resource allocation
- Managed dependencies and stakeholder expectations

- Established testing workflows and validation processes across iOS, Android, Windows, and Mac platforms
- Managed Agile ceremonies including sprint planning, daily standups, retrospectives, and release planning
- Served as primary liaison between technical teams, non-technical departments, and clients
- Delivered project on-time and within budget

## **Software Developer**

**Neos, Remote | Jul 2011 - Jul 2015**

Developed algorithmic trading systems, SCADA infrastructure, and ERP solutions.

- Built Python-based algorithmic trading infrastructure and market data processing systems for financial markets
- Developed real-time data pipelines for market data ingestion, processing, and analysis
- Implemented trading signals and order execution systems
- Developed SCADA system components for public lighting infrastructure management
- Created data pipelines for real-time market data processing and analysis
- Implemented SQL databases and optimized query performance for trading systems
- Developed ERP system modules for business process automation
- Wrote technical specifications and design documents for development teams

## **EDUCATION**

Master of Computer Science - Software Engineering  
University of Split, FESB | 2009 - 2011

Relevant Coursework: Algorithms, Data Structures, Database Systems, Software Engineering, Distributed Systems, Computer Networks

## **CERTIFICATIONS**

Remote Work: 14 years of remote work experience with distributed teams across multiple time zones

Languages: English (Fluent - Business/Technical), Croatian (Native)

Availability: Immediate start available

Location: Europe timezone (Croatia UTC+1) - Easy overlap with EU/UK business hours