Deniz Šašivari — CV

Full-Stack Developer · AI Automation · SAP HANA / CAP

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8+ years	24/24	4 languages
building ERP, healthcare and web platforms	accuracy of my AI email triage on its test set	German, English, Albanian, Bosnian/Croatian/Serbian

Summary

Full-stack developer who builds business software end to end: ERP systems on SAP HANA and Node.js, healthcare and driving-school platforms in PHP, and now AI automation with Claude and n8n. I led a development team at Adaptech LLC, support Deutsche Telekom's B2B sales platform at SELISE Group, and built a support platform solo that replaces several inboxes and a manual ticket process. I work daily in German and English, and I take projects from idea to production.

Experience

IT Specialist, SELISE Group · 04/2026 – Present

- L1/L2 support for Deutsche Telekom's B2B Partner Sales Platform. Partner communication in German and English: formal emails, incident notices and tickets on a GitHub Projects board.
- Analyzed 1,000+ tickets, identified recurring errors and delivered Excel reports with status breakdowns and agent performance.
- Automated the support workflow with SupportV2 and an n8n + Claude email triage (see Selected projects).

Freelance Developer · 03/2024 – 03/2026 · Remote

- Raumplanner (web app for social housing), UnityDue (ERP for small businesses), firmware maintenance for glucose monitors and AWS automation.

Software Developer & Team Lead, Adaptech LLC · 08/2017 – 03/2024

- Built ERP systems for small and medium businesses (SAP HANA, Node.js).
- Developed modules for the driving-school platform Fahrschule.live (PHP, MySQL).
- Led the team on CareBridge, a healthcare management platform for Germany.

Selected projects

SupportV2: internal support platform, built solo · React, Vite, Node/Express, Prisma, Railway

- One workspace for Gmail, Outlook/M365, IONOS email, GitHub Projects ticketing and a partner contacts module.
- Claude Sonnet drafts replies and reads screenshots; Haiku classifies and summarizes. Total AI cost is about $3 per month.
- Webhook server fills GitHub Project fields automatically; Claude skills generate emails, incident notices, tickets, deployment notes and Excel reports.

AI email triage with n8n + Claude

- Routes each email to auto-send, draft or Slack escalation, with a Google Sheets audit log.
- Reached 24/24 accuracy on a golden test set through iterative prompt engineering.
- Designed a Microsoft Graph webhook architecture with a pg-boss queue for real-time mailbox monitoring.

Skills

Backend and data: Node.js, PHP (Laravel, CodeIgniter), TypeScript, C/C++, PostgreSQL, MySQL, SAP HANA, SAP CAP

Frontend: React, Vue.js, SAPUI5, HTML/CSS, jQuery

AI and integrations: Claude API, n8n, Microsoft Graph, GitHub Projects v2 and webhooks, Gmail, Slack, Google Sheets

DevOps: Linux, Docker, AWS, Nginx, Git

Education, certification and languages

- Studied Computer Science and Informatics, Faculty of Electrical Engineering, Sarajevo
- Software Development on SAP HANA (Q1/2019), openSAP
- Languages: Bosnian/Croatian/Serbian (primary), German, English, Albanian