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DATE / PLACE OF BIRTH 1992-02-22 / Beograd

DRIVING LICENSE B

01 EMPLOYMENT HISTORY

Jul 2023 — Present
Belgrade

IT Manager at Smedia Agency

- Deployed a cloud-based system that improved data security and enabled remote access
- Led a team of IT professionals to successfully complete a major system upgrade project on time and within budget
- Lead the design and implementation of an effective backup and recovery system, improving system reliability

Mar 2023 — Jul 2023
Belgrade

Help Desk Team Lead at NETcom System

- Organization of daily, weekly, monthly, quarterly, and annual plans and schedules for the Help Desk department
- Monitoring and tracking the work of technicians
- Controlling the work of technicians and organizing their duties
- Training, orientation, mentoring of technicians, delegation of tasks, expectations, and understanding of their position
- Monitoring the quality of service execution and service delivery
- Control of data entry and accuracy filled and updated by technicians through the ticketing application
- Measurement and optimization of service processes and providing suggestions for standardization (KPI)
- Control and monitoring of financial data according to applicable service contracts
- Expert opinions and proposals for improving department efficiency
- Monitoring technological developments and emerging solutions for more efficient work and service advancement
- Organization and monitoring of the conditions set in signed service contracts (KPI, certificates, training, etc.)

Employee motivation, reduction of turnover, and maintaining an optimal number of employees per shift

Building team spirit and quality interpersonal relationships and boosting employee morale!

Aug 2018 — Mar 2023

Beograd

IT Manager at Smedia

Team Lead

Communication with ISP, Hosting provider, stream provider etc.

Grafana setup

(shoutcast VPS and dedicated server monitor, Wowza HLS stream monitor, radio transmitter monitor, Instagram account followers monitor, UPS Battery status and voltage monitor, Windows/Linux server monitor, Network monitoring)

MYSQL database optimization

Network maintenance

Editing WordPress content

Basic SEO optimization

Basic PHP editing

vSphere

VMware

Creating WordPress websites from themes

WordPress site optimization

Tracking Outsource developers progress on projects

Negotiated contracts with IT vendors and third-party service providers, resulting in a 100% reduction in IT costs

Provided technical guidance and support to ensure user proficiency in the use of IT applications

Implemented IT help-desk systems and tools, resulting in a X% improvement in IT support response time

Installed, configured and managed network systems and servers, reducing downtime

Managed and supervised a team of X IT professionals, ensuring successful completion of all projects

May 2017 — Jun 2018

Beograd

Network Administrator at Fly Fly Travel

Support to colleagues

Inserting the database into the Kayako ticketing system

Avaya switchboard (Configuration of SIP Trunk, extension, call group, number assignment per premises)

Reporting a central SQL database (SQL knowledge basically)

Opening new addresses and configuration to the mail server

Routing remote locations

EoIP tunnels between locations

VPN for the service network

Configuration of the firewall on the network equipment

- Reading the device
- Configuring Free NAS
- Testing BI software
- Testing other ticketing systems
- Testing ERP and CRM solutions
- Working in the Custom CMS of the site
- Adding new addresses to Cpanel
- Opening new domains in Cpanel

Developed and maintained network policies that improved security and reduced the risk of data breaches

Configured and maintained system backups to ensure data recovery in the event of a disaster

May 2016 — May 2017

Beograd

Help Desk Administrator at Orion Telekom

- Support for field workers
- Processing technical support reports and customer service
- Processing ticket
- Escalation of the problem of NOC L2 and NOC L3 sectors
- Changes in frequency in sectors
- Remote device settings
- Modify configurations on user, sector, base station devices
- Make a weekly report on current technical issues
- Escalation of ADSL application to Telekom
- Network Monitoring (PRTG, Dude)

May 2015 — May 2016

Beograd

Technical Support at Orion Telekom

- Telephone support for users
- Processing a ticket to technical problems of the user
- Escalation of major technical problems with the competent services
- Online help to users with technical problems
- Associating users with remote access (Web, Telnet, SSH, Winbox)

Mar 2015 — May 2015

Beograd

Call Center Agent at Orion Telekom

- Giving account information
- Escalation of the problem
- Processing ticket
- Online help

May 2013 — Jun 2014

Beograd

IT Manager at Life Design Hotel

- Computer maintenance
- Maintaining the Internet, both LAN and Wireless
- Maintenance Server
- Technical installation of new devices
- Technical check and repair in case of failure

Backup data from all computers
Knowledge of Micros, Fidelio, Materials Control
Knowledge of Adria,
Knowing the smart building program Desigo Insight

02 EDUCATION

2006 — 2010

Beograd

2021 — Present

Belgrade

M.S. "Radoje Dakic"

Masinski Tehnicar za kompjutersko konstruisanje

Singidunum University

Software Engineering

03 SKILLS

Wordpress development

Grafana monitoring

Wireless

Networking

Ubiquiti

Cambium

Mimosa

Cisco

Mikrotik

CRM

Kayako ticketing system

VoIP

IPTV

TCP/IP

PRTG

DUDE

Air Control

Microsoft Office

Micros

Fidelio

Materials Control

Adria

Desigo Insight

Adobe Photoshop

Network protocols

Organisation

vSphere

VMware

vCentar

Veeam Backup

Network Security

04 HOBBIES

Aikido

05 LANGUAGES

Srpski



English



06 REFERENCES

References available upon request

07 COURSES

2023 — 2025

NSE 4 FortiGate Security 7.2. Self-Paced at Fortinet Academy

2023 — 2025

NSE 2 Network Security Associate at Fortinet Academy

2023 — 2025

NSE 1 Network Security Associate at Fortinet Academy

2022

IBM Rational Software Architect at IBM Academic Initiative

2019

Nmap Ethical Hacking Course : Network Security at Udemy

2018

HTML Fundamentals course at SoloLearn

2018

PHP Tutorial course at SoloLearn

2017

Galileo at Galileo Travelport