

Curriculum Vitae

FIRST NAME AND SURNAME: AMAR HELAĆ

DATE OF BIRTH: 03.02.1992 SARAJEVO

HOMEADDRESS: ANTUNA HANGIJA 17 SARAJEVO

PHONE NUMBER: +387/61 511-227

E-MAIL ADDRESS: hela3292@hotmail.com

EDUCATION:

- 2008 / 2012- THE SECONDARY TEHNICAL SCHOOL OF SCINCE IN SARAJEVO- CNC TECHNITIAN

FOREIGN LANGUAGES:

- ENGLISH (WRITING SKILLS : EXCELLENT, READING SKILLS: EXCELLENT, SPEAKING SKILLS: EXCELLENT)

TECHNICAL SKILLS:

- MS OFFICE, MICRISIFT EXCEL, POWER POINT INTERNET, PHOTO SHOP (BASIC)
- ADMINISTRATION OF OPERATIVE SYSTEM WEB ADMINISTRATION AND SIMILAR
- MAINTAINING HARDWARE AND SOFTWARE , NETWORK EQUIPMENT , NETWORK MONITORING ETC...
- WEB HOSTING,ACTIVE DIRECTORY, GSUITE ADMIN
- System virtualization technologie (VMware, Hyper-V,)

WORK EXPERIENCE:

- **11/2021 F O R E O** – Junior IT support specialist - Responsibility for basic customer support, Installation and configuration of various IT software and network equipment
Management of user accounts, management of IT equipment,
-Configuration and use of automation tools for installation and configuration of IT software,
-Writing documentation and procedures of IT systems
-Providing assistance and technical support to ERP system users and development team

- Collecting, processing and entering data relevant to the system
- Answer department inquiries
- E-mail correspondence
- Other activities in accordance with the request of the competent person, and in accordance with the requirements of the workplace

- **10/2020 LOGOSOFT** – TECHNICAL SUPORT PROVIDER FOR RESIDENTIAL SUBJECTS WITH SKILLS OF RESOURCEFULNESS AND RELIABILITY IN INDIVIDUAL AND TEAMWORK.
- **06/2020 CAPITAL MARKET SOLUTION** – IT TECHNICIAN
- **03/2019 PAYTEN-31.01.2020 d.o.o SARAJEVO** - TEHNICAL SUPORT AND SERVICING FOR POS (POINT OF SALE) SUPPORT HELP DESK AND ATM (AUTOMATED TELLER MASHINE)DEVICES
- **09/2017 ATACO COMMERCE AND DEALERSHIP Ltd.** - DELIVERER- DIRECTLY SUBORDINATED TO DISPATCHER (TAKEOVER OF GOODS WITH FOLLOWING DOCUMENTATION THAT NEEDS TO BE SEALED. GOODS CONTROLE-COUNTING OF GOODS AND DELIVERY OF THE SAME.
- **FROM 07/2015- 09/2017 - TELINVEST SARAJEVO** - TECHNICAL SUPORT FOR LEGAL SUBJECTS IN DOMAN OF HOSTING, WEB MAIL, ADSL, IPTV, VOIP, ISDNA, POTS, MOBILE 3G, GPRS.
- **FROM 01/2015-07/2015 - BH TELECOM SARAJEVO**- TECHNICAL SUPORT OF PROVIDER FOR RESIDENTIAL SUBJECTS WITH SKILLS OF RESOURCEFULNESS AND RELIABILITY IN INDIVIDUAL AND TEAMWORK.
- **FROM 08/2014 – 12/2014 - SEE CONTACT LTD SARAJEVO** - TECHNICAL SUPORT SEE CONTACT LTD SARAJEVO IN THE PERMISES OF BH TELECOM PROVIDER. TEHNICAL SUPORT FOR AD SL, IPTV ,VOIP, POTS...

PERSONAL SKILLS:

- EXCELLENT COMMUNICATIONAL SKILLS, COMMITMENT TO LEARNING NEW SKILLS, RESOURCEFULNESS IN INDIVIDUAL AND TEAM WORK, INOVATIONAL SKILLS, RELIABILITY, FLEXIBILITY ALL OF WHICH ARE LEARNED AND ADOPTED DURING EDUCATION AS WELL AS COMMUNICATION AND WORK EXPERIENCE.

OTER SKILLS:

DRIVER'S LICENCE B CATEGORY; C1 CATEGORY