AMAR HELAC

About Me

Moreover, I have a keen interest in DevOps practices, combining development and IT operations to improve collaboration and productivity. I can integrate Docker into DevOps pipelines, enabling continuous integration and deployment of applications. This integration ensures that code changes are automatically built, tested, and deployed, leading to faster and more reliable software delivery.

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Antuna Hangija 17 , Sarajevo, BiH

LANGUAGE

- Bosnian
- English (C1
- Basic of German

EXPERTISE

- MS Office, Google Suite, Photoshop
- Operating System Administration, Web Administration, etc.
- Hardware and software maintenance, network equipment, network monitoring, etc.
- Web Hosting, Active Directory, G Suite Admin
- System virtualization technologies (VMware, Hyper-V)
- Linux, Docker, macOS
- Basic Programming (C#, Python)
- QA Manual course.

EDUCATION

- 2008 / 2012 - Secondary Mechanical Engineering School SARAJEVO: SMTS
- Computer Designer and CNC Machine Operator

EXPERIENCE

Federal Employment Institute
02/2024 - Present
Technical Support Officer

- Responsibility for timely, lawful, proper, and quality performance of tasks
- Administration of database and information technologies
- Administration of users in Active Directory
- Configuration of network and security equipment
- Implementation of software solutions for the needs of the Institute
- Updating data and documents on the web portal
- Monitoring the functionality of workstations (printers and other multifunction devices)
- IT support for users working within the business system, including system upgrades based on user needs
- Writing documentation and procedures for the IT system
- Writing scripts for automation
- Identifying user requirements, receiving various inquiries, providing assistance, and troubleshooting
- Implementing security measures on computer
- Preparing and installing equipment in the meeting room
- Other activities in accordance with the requirements of the supervisor and the job position
- Daily monitoring of the internet connection at the Institute
- Performing other tasks as directed by the unit manager

F O R E O
11/2021 - 02/2024
IT SUPPORT SPECIALIST

- Responsibility for basic user support
- Installation and configuration of various IT software and network equipment
- Installation and configuration of servers
- Management of user accounts, IT equipment management
- Configuration and use of tools for automation of IT software installation and configuration
- Writing documentation and procedures for IT systems
- Scripting for automation
- Providing assistance and technical support to users of ERP systems and development team
- Responding to department inquiries
- Email correspondence
- Other activities in accordance with the requirements of the competent authority and job demands.

LOGOSOFT
10/2020 - 11/2021
TEHNICAL SUPPORT PROVIDER FOR
RESIDENTAL USERS

- Providing basic technical support to service users (issue resolution) with escalation of problems to a higher level.
- Configuring ports on network switches for new users.
- Calling users, especially in the case of major outages and technical issues.
- Entering all relevant user data into appropriate databases and applications.
- Selling services to residential users and other offerings from service providers.
- Monitoring the proper functioning of the internet service provider's services.
- Monitoring and enforcing mandatory shutdown of TV content.
- Providing necessary support to technicians for operations.
- Proposing budgets and monitoring budget implementation.

CAPITAL MARKET SOLUTIONS
06/2020 - 10/2020
IT SCIENTIST

- Maintenance of IT equipment, video surveillance, and network infrastructure.
- Technical support for employees.
- Configuration of internal systems and VoIP devices.
- Monitoring cybersecurity.
- Establishment of remote work systems.
- Budget creation, cost management, and equipment procurement.

PAYTEN
'03/2019 - 02/2020
HELP DESK POS SUPPORT ASSOCIATE

- Correspondence with banks.
- Testing.
- Support for POS devices (resolving issues related to POS terminal operation).
- Resolving reported problems.
- Terminal preparation related to installation and intervention.
- Support for Automated Teller Machines (ATMs).

ATACO COMMERCE
09/2017 - 03/2018
COMMERCIALIST

- Receiving the daily delivery schedule and other daily tasks from the dispatcher.
- Returning products to the warehouse in accordance with the internal procedure.
- Receiving the daily delivery schedule and other daily tasks from the dispatcher.
- Inspecting, counting, collecting, and loading goods from the warehouse.
- Negotiating new orders with customers.

TELINVEST
07/2015 - 09/2017
TECHNICAL SUPPORT FOR
BUSSINESS USERS

- Engaged as a technical support executive at BH TELECOM premises.
- Providing basic technical support to business clients.
- Offering technical assistance to business clients for ADSL, IPTV, mobile networks, POTS, VOIP, HOSTING, and Web email services.
- Monitoring and reporting general issues, escalating problems to higher levels of service.
- Performing duties as an on-call team operator.
- Providing necessary support to technicians for operations.
- Entering all relevant user data into appropriate databases and applications.

BH TELECOM SARAJEVO
01/2015 - 07/2015
TECHNICAL SUPPORT FOR
RESIDENTIAL USERS

- Providing basic technical support to residential property users.
- Providing technical assistance to business clients for ADSL, IPTV, POTS, and VOIP services.
- Providing necessary support to technicians for operations.
- Entering all relevant user data into appropriate databases and applications.

SEE CONTACT
'08/2014 - 12/2014
TECHNICAL SUPPORT FOR
RESIDENTIAL USERS

- Engaged as a technical support executive at BH TELECOM premises.
- Providing basic technical support to residential property users.
- Providign technical assistance to business clients for ADSL, IPTV, POTS, and VOIP services.
- Providing necessary support to technicians for operations.
- Entering all relevant user data into appropriate databases and applications.

OTHER SKILLS

- Driver's license categories B and C1.