

Marko Livancic

Junior Cloud Engineer

AWS Cloud Engineer with more than 5 years of Help Desk and System Management experience in providing the best quality of engineering service and top notch support. Proficient with AWS infrastructure, Terraform, GitHub Actions, Linux, Docker with Kubernetes and Bash/Python scripting.



livancicmarko@gmail.com

+381694455868

Belgrade, Serbia

linkedin.com/in/marko-livancic-507794155

WORK EXPERIENCE

Junior Cloud Engineer goLance

11/2019 - Present

Achievements/Tasks

- Network monitoring.
- Troubleshooting and triage of network and public cloud issues.
- Public cloud monitoring and support.
- High priority escalation management.

Core Operations Engineer Centili

08/2019 - 11/2019

Belgrade, Serbia

Achievements/Tasks

- Managing system and performance monitoring.
- Working with each product to understand the overall product architecture and then implement monitoring systems and rules to proactively prevent downtime and performance issues.

Technical Support Engineer CCBill

06/2016 - 01/2018

Belgrade, Serbia

Achievements/Tasks

- Providing B2B support for clients in terms of account setup, server configuration, CCBill system integration on Linux and Windows based servers via .cgi and .asp scripts.
- High priority escalation management.

Customer Support Engineer Tier 2 NCR

08/2014 - 06/2016

Belgrade, Serbia

Achievements/Tasks

- Serve as the single point of contact for NCR technicians over the phone as well as the customer when required.
- Investigate and document incident root cause and resolution.
- Dealing with hardware, networking and application support and issues reported to the helpdesk via the ticketing system / email escalations / phone calls.
- Work well in a fast paced environment with deadlines.
- Develop technical knowledge of each system within company profile and specialized knowledge of certain nominated areas.

SKILLS

Linux

AWS Cloud

Windows

Active Directory

CentOS

TCP/IP

Networking

Atlassian Tools

Grafana

Virtualization

Public Cloud Management

INTERESTS

Networking

DevOps

Engineering

AWS

Automation

Ansible

Jenkins

Puppet

Terraform