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|  |  | Nenad Panić |
| Profile Highly motivated and hard working person. Used to working in dynamic and stressful environments to meet customer deadlines and to ensure customer satisfaction at the highest level. Experienced CRM and Sales Manager with a demonstrated history of working in the Information Technology line of work. Contact PHONE:  061/1704-197  [Portfolio Website](https://nenadpanicc.github.io/Portfolio-Page/)  EMAIL:  Nenadpanic1997@gmail.com SKILLS Adobe Xd  Basic Python  Basic Java  HTML  CSS JavaScript  Bootstrap  Sass  jQuery  React  Redux  AJAX  Fetch  PC Architecture  Software modeling  Networking  SSH Clients  Linux  Telecommunications  Customer service  Problem solving  Sales  Management  Economic research  Internet Marketing |  | EDUCATIONSingidunum University Information Technology, Third year of studies  **Technical school “Tehno Art”, Belgrade**  Technician for Computer Engineering  **CERTIFICATES**  Cisco Network Academy – Certificate of completion – Linux essentials  IBM – Essentials of Rational Software Architect  FreeCodeCamp – Responsive Web Design WORK EXPERIENCEAll IP, Belgrade NOC Engineer Responsibilities:  Monitoring large computer networks and servers for problems from a central location. Analyzing problems, performing troubleshooting steps and incident response on the system, routing… NCR, Belgrade RCC Helpdesk Support Specialist Responsibilities:  Providing HW support to technicians in replacing logics and printers on regular manned registers, Network management for POS devices(Port config, tracing MAC addresses)  Providing both HW and software support to Tech leads and Certified Engineers during the installation process and networking troubleshooting.  Tracking ownership and responsibility of any escalation from start to finish to a successful resolution.  -Contact: Aleksa Gligorovic RCC Team Lead – 060/552-3543 UpMarkt, Belgrade CRM/Sales Manager Responsibilities:  Working with agents regarding different ways to approach the client, controlling their work, assigning specific campaigns that were best performing and prioritizing them.  Working with different Marketing companies regarding the statistics of the active campaigns and negotiating about new ones.  Overseeing and making reports about the complete situation in the office.  Managing the compliance team.  Coordinating leads, payment processors, cooperating with foreign colleagues regarding the future plans of the company, and working with the financial department from the United States. UpMarkt, Belgrade Senior Sales Agent Responsibilities:  Calling the potential clients acquired from our Junior agents, and ad campaigns, explaining our services, cooperation with the managers regarding which campaigns should we keep and what is the best way to approach the leads from them. |