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| A person looking at the camera  Description automatically generated |  | Nenad Panic |
| ProfileHighly 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 Customer Relationship and Sales Manager with a demonstrated history of working in the information technology line of work.Contact PHONE:  061/1704-197  EMAIL:  Nenadpanic1997@gmail.com |  | EDUCATIONSingidunum University, Belgrade Information Technology, Third year of studies Technical school “Tehno Art”, Belgrade Tehnician for Computer Engineering **SKILLS** **TECHNICAL OTHER**  Adobe Xd Customer Service  Python Problem solving  Java Sales  Html Management  CSS Economic Research  JavaScript Internet Marketing  Bootstrap  jQuery  PC architecture  Networking  SSH Clients  Linux  Telecommunications  Web Development Projects:    **GitHub**  <https://github.com/NenadPanicc> Portfolio website <https://nenadpanicc.github.io/Portfolio-Page/> Work Experience **All 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, communicating with site technicians and tracking problems through to resolution. NCR. Belgrade RCC Helpdesk Support Specialist - Providing HW support to technicians in replacing logics and printers on regular manned registers, Network management for POS devices(Port configuration, tracing MAC addresses)  - Providing both Hardware and Software support to Tech leads and Certified technicians during the installation process and networking troubleshooting(tracing MAC, port configuration, assigning new devices, etc.)  - Taking ownership and responsibility of any escalations from start through to a successful resolution.  - Contact: Aleksa Gligorovic RCC Team Lead – 060/552-3543 Upmarkt. Sales Manager/Head of Compliance department 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, Senior Sales agent Calling the potential clients acquired from our Junior agents, calling different leads that signed up on our 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. |
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