



NIKOLA BEADER

Technical Help Desk

Contact

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Batajnica, Zemun

Profile

Dynamic Technical Help Desk professional with over six years of experience, demonstrating a strong ability to resolve complex issues and improve operational efficiency. Proficient in a variety of technologies including Microsoft Windows, HTML, and SQL, with a proven track record of successfully managing system calibrations and establishing cloud connections for advanced systems. Expertise in providing digital support and troubleshooting to enhance user experiences. Passionate about expanding knowledge in artificial intelligence and machine learning to leverage new digital opportunities. Committed to continuous learning and professional development in the evolving tech landscape.

Employement history

2018 – until now

Currently fulfilling the role of a Technical Help Desk professional at KONE, where the primary responsibility involves providing comprehensive technical assistance and support for various systems. This position includes troubleshooting issues, maintaining system performance, and ensuring the efficient operation of technical equipment.

Successfully established a connection on Galerija Beograd na vodi, enhancing operational capabilities.

Calibrated the system for Skyline Tower C, optimizing performance and reliability. Played a key role in the Kula Belgrade waterfront project by establishing cloud connections for elevators.

Connected alarm systems via KRMRF-s to the cloud for remote monitoring and management.

Managed data tracking and outputs to ensure accountability and efficiency in operations.

Provided digital support, contributing to overall system integrity and user satisfaction.

Skill

- Computer Networking
- Cloud Connections
- Technical Support
- Critical Thinking
- Communication Skills
- Digital Support

Awards

Oct 2024 | Extra work
In field of teamwork