Predictive Sustain Analyst Predictive Sustain Analyst Predictive Sustain Analyst - NCR Corporation

US Work Experience Predictive Sustain Analyst NCR Corporation May 2017 to Present - Follow standard procedures and support process - Support for failures, problems and work requests by level 1 Operation and Account teams using Ticket Tracking System - Troubleshoot failures by assessing and analyzing symptoms with information from level 1 - Escalate failures to Software Support, Engineering or supplier if necessary - Provide clear communication, document original cause of problem, instructions and permanent solutions - Remotely install/remove, configure software on end point devices such as ATMs, SSCO or POS and computers - Provide training and support for level 1 team and Service Operations team if there is a need - Maintain and update knowledge database System, Operation and Security Specialist Kaizen Smederevo - Smederevo June 2016 to May 2017 - Maintaining the computers in the company and network - Maintenance and management of Windows server-oriented environment - Knowledge of computer operation and all components - Knowledge of technical terms and operating systems necessary for the normal performance of work - Providing support to the maintenance and break-fix solutions - Linking and meeting with external suppliers of IT services and software - Creating reports for senior managers and management - Finding and solving technical problems - Purchase of IT equipment and software within a given budget - Providing advice regarding the use of computers and helping to solve problems with them - Providing technical support for a large number of internal and external applications - The creation and revision of databases, consultation with analysts and developers to decrypt and recover data from database - Maintain the database by entering new data - Installing hardware and software - Network administration - Management schemes and the base of all equipment, servers, computers and their location IT administrator City administration Smederevo March 2011 to June 2016 - Updating and monitoring IT user accounts - Maintenance & management of the Critical Windows based Server Environment - Maintaining up to date Antivirus levels on all machines company wide - Working on Active Directory accounts, configuration of laptops - Providing maintenance support and break-fix solutions. - Liaising & meeting with external suppliers of IT services. - Producing reports for senior managers. - Troubleshooting technical

problems and implementing solutions. - Purchasing of IT Equipment and software in line within agreed budgets. - Supporting a multi-site IT infrastructure of at least 300 employees. - Providing technical support via helpdesk for a wide range of internal & external applications. - Maintaining mail, AV, database server, computers, printers - Installing hardware and software - Network administration - Keeping records for all equipment, servers, computers and their position within company   PU "Na a radost", Smederevo(September 2009-July 2010), Civil service - Maintaining computers and helping with everyday tasks General Manager TR "Milanovi? M" April 2009 to March 2011 - Managing and overseeing all processes within company - Maintenance of database and network infrastructure, computer operating systems in food stores   Personal characteristics   IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Windows.   Multi-talented with good allround technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organised and structured work ethic.   Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential. Education Computer Engineering The School of Electrical and Computer Engineering of Applied Studies - Belgrade, RS 2009 Science and Mathematics Gymnasium Smederevo 2001 Skills Excel, Microsoft Excel, database, Data Entry, MS Office, Management

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