

Zoran Railic

Dublin 16 || +353831626126

zrailic@gmail.com || <https://www.linkedin.com/in/zoran-railic-0964171a5/>

SUMMARY

Strong foundation in programming principles across multiple platforms. Quickly learn and master new technologies, successful working in a team and self-directed settings. Committed to the delivery of high service standards, with a dedication to delivering solutions, handling complaints, and problem-solving. I'm constantly looking for challenges and ways to improve on a professional and individual level. I'm Cisco CCNA certified and studying at TU Dublin IT Management focusing on Database Administration, Data Analysis, SQL, Networking, Web Development, System Analysis. Self-learner and tech-savvy, moreover I like challenges and keep myself updated with all the latest advancements made in the IT industry. I'm actively seeking an opportunity in IT Industry.

KEY SKILLS AND COMPETENCIES

Problem-solving/Analysis
Team Collaboration
Communication

Collaboration
Strong Planning skills
Adaptability

IT SKILLS

Networking: Routing and Switching, Troubleshooting, IP Addressing, NAT, DHCP, TCP/IP, ACL, STP, WAN, LAN, OSPF, FHRP, EtherChannel, WIFI Management

Programming languages: Python, C#

Web Development: HTML, CSS, Bootstrap, JS, ReactJS

Database: Oracle SQL, MySQL, MongoDB

Other: GitHub, Bash, Powershell, Windows Active Directory, Linux Servers: Ubuntu, CentOS, Red Hat

EDUCATION AND CERTIFICATION

Cisco CCNA June 2021 – June 2024

BSc Information Technology Management Sep 2019 - 2022,

Technological University Dublin, 2nd year GPA 3.88

SELF STUDY

Web Development online courses: HTML5, CSS3, JavaScript, jQuery, Bootstrap

Simpson, K.S. (2015). You don't know JS: Up & Going. Edition: 1. O'Reilly Media.

Miles. R.M. (2018). Begin to code with Python. Edition: 1. Microsoft Press

Wendell Odom (2019). CCNA 200-301 Official Cert Guide. Volume 1, 2

EXPERIENCE

Virtual Access Dublin, IT Engineer, Aug 2021 - present

- Manage, monitor, and resolve IT tickets supporting company employees for both hardware and software issues
- Manage, monitor, and troubleshoot core network infrastructure issues
- Configuring servers, firewalls, routers, and switches in according with the IT and security policies
- Managing Windows Active Directory, adding permissions, users, groups, DNS, DHCP
- Coordinate with the IT Manager and wider IT team in regards on-going projects
- Update technical documents when required
- Coordinate with suppliers when required

Lemongrass Fusion Dublin, Restaurant Manager, Aug 2019 - July 2020

- Resolve customer inquiries via phone and email as well as in-person
- Organizing customers bookings and restaurant schedule
- Trained and coached staff members on customer service skills
- Health and safety regulations
- Trained and mentored new employees on the POS system
- Keeping control of labour and stock cost
- Maximizing all business opportunities to increase revenue
- Preparing the report at the end of the shift, including staff control and sales

Boulevard Café Dublin, Restaurant Manager, Nov 2013 - June 2019

- Responsible for effectively developing, managing, and leading the restaurant team to provide excellent service.
- Deliver excellent customer service when offering advice in a professional and efficient manner
- Respond to customer emails and telephone calls to take bookings and resolve problems
- Resolved all guest concerns quickly and effectively to ensure a pleasant dining experience
- Organizing customers bookings and table plan
- Admin on POS system
- Stock control and ordering

ADDITIONAL INFORMATION

- Driving license: B category
- Languages: Croatian (Native), English (Advanced)