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| ***PERSONAL INFORMATION:*** | Born: 18 February 1988 Kumanovo, Macedonia  Sex: Male  Marital Status: Single  E-mail: danielmihajlovski88@gmail.com |
| ***OBJECTIVE*** | Possess a high degree of initiative and problem-solving that are effective in ensuring assignments are performed quickly, correctly without direct supervision. Responsible and loyal, open to new ideas, creative and flexible, used to work in multicultural, multi ethnic work environments. |
| ***EDUCATION*** | Public Technical High School “Nace Bugjoni” Kumanovo, Macedonia  2003 – 2007  Diploma obtained – Machine Technician |
| ***EMPLOYMENT*** | **ALKALOID AD, SKOPJE**  02 January 2019 – 02 January 2022  ***IT SYSTEM OPERATOR/IT HELPDESK***  Provide 1st level of support on phone and on site, install new laptops and desktops for new users, setup their user profile and outlook, backup users data, connect to printers and make sure everything is up to date and running. Troubleshoot Ricoh MP201, Ricoh MP301 and HP LaserJet203 printers and replace toner and drum.  Setup Zebra printers and configure to print labels from SAP.  Install new network cables when necessary and as required.  Work in active directory, create new users, manage permissions for users and computers. Work in office365, train users how to use Microsoft teams, create meetings, record, how to use one drive etc.  **COMPASS POINT, KUMANOVO**  09 September 2015 – 03 March 2018  **IT COORDINATOR**  Assists in the implementation of the IT plan and trains the individuals who will need to use it.  Establishes various guidelines for evaluating the IT systems and determining where changes should be made. Assists in budgeting for IT expenses, including the purchase of new equipment and software when necessary. Diagnoses issues when computers or other technologies are not working as they should. Implements a plan for repair or replacement of computers and other forms of technology. Prepares regular reports for management officials; attends meetings to present these findings.  **MARKETING FORCE, SKOPJE**  05 January 2015 – 06 August 2015  ***SYSTEM ADMINISTRATOR/IT MANAGER***  Provide system administration and ensure high level of reliability and stability along integrated systems. Maintain network and HP Proliant servers, established IT working conditions for a hundred employees, including supply and installment of complete IT equipment. Analyze and handle possible IT issues and implement the most suitable solutions in order to improve functionality, usability, performance and/or reliability. Work in active directory and manage mail, sets-up multiple e-mails in Outlook. Ensure software, hardware and network installs, re-installs, upgrades, moves, changes and relocations made when necessary and as required.  Work with Linux operating systems (Debian, Ubuntu,) etc.  **MIHAJLOVSKI DOO, KUMANOVO**  01 May 2014 – 31 December 2014  ***IT SUPERVISOR***  Manager of a family-owned business, responsible for desktop and laptop repairs, as well as maintenance of networks and systems of small companies offering constant support to the same. Analyzes of hardware problems and implementation of suitable solutions.  **FOB FENTY-JALALABAD, AFGHANISTAN**  **FLUOR – PROJECT LOGCAP IV**  17 June 2010 – 02 March 2014  ***IT TECHNICIAN***  Provides comprehensive IT infrastructure support to assigned location(s). Coordinates IT initiatives and projects of moderate complexity. Analyzes hardware, network and applications performance at assigned sites; identifies and implements necessary upgrades or repairs as needed to improve functionality, usability, performance and/or reliability. Partners with operations staff and users to identify, troubleshoot and resolve IT issues as needed. Coordinates IT staff and resources to complete projects and resolve systems issues. Maintains productive working relationships with senior management staff, operations management and user population; communicates key issues to senior IT personnel and requests assistance or additional resources as appropriate. Recommends solutions and improvements to senior personnel as appropriate. Performs user support, technical assistance or other routine IT functional support activities as necessary.  **KUMANOVO, MACEDONIA**  **ELEMENTARY SCHOOL “BRAKA MILADINOVCI”**  01 December 2009 – 16 June 2010  ***IT Network Administrator***  Provide system administration and ensure high level of reliability and stability along integrated systems. Partner with cross-functional teams of internal and external stakeholders to define requirements. Identify equipment, software, and operating system requirements. Build and configure servers, mail systems, backup and recovery plans, and network security systems. Create and administer policies and permissions. Develop technical and user procedural documentation. Analyze and resolve issues with connectivity, hardware, software, and operating systems.  -Designed and implemented internal infrastructure which has experienced 100% system uptime.  -Recommended wide variety of technical solutions in order to improve productivity, including FTP access for telecommuters and clients, implementation of remote desktop, thin clients, and spam filters.  -Developed reputation for commitment to continuous improvement in areas of project management and technical support.  **KUMANOVO, MACEDONIA**  **“GOVERNMENTAL IT SERVICES”**  26 October 2007 – 01 December 2009  ***IT Coordinator***  Provide 1st level support for all hardware and software problems reported, documenting problems and solutions.  Escalate and route complex or unsolved problems to second level support specialists.  Perform new installations and updates for all IT equipment, including desktops, laptops, printers, etc.  Provide basic training to end users on both hardware and applicable software.  Assist the I.T. Services group in their day-to-day responsibilities.  Supports and ensures operating viability of LAN (Local Area Network) for all hours of operation and reports any abnormalities to the network administrator; routinely tunes system for optimum performance.  Follows up on faulty hardware and software purchases by pursuing warranty advantage through distributors and manufacturers.  Ensures software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are made when necessary and as required.  Assist on projects and special initiatives.  **KUMANOVO, MACEDONIA**  **“RAINBOW” MED KOM DOOEL**  Family Business  INTERNET CAFE AND COMPUTER SERVICE  July 2007 – January 2010 (Part Time Job)  ***IT Technician:*** Format hard drive in NTFS and FAT32 on Pc's and Lap Tops, make partitions, install fresh copy of Windows XP, Windows Vista or Linux and install drivers on all components. Install, repair or replaced VGA cards, LAN cards, Ram's , CD ROMs, DVD ROMs, DVDRW ROMs, CPU's, Hard drives, Main boards, Inkjet printers, Laser printers, TV/FM devices, DVB cards, Wireless cameras. Configuring Cisco routers, D-Link routers, SWEEX routers, Hama routers, D-Link modems, Motorola cable modems. Install computers in Internet Cafes, setup WAN and LAN network, install and configure software on server for time monitoring, blocking web pages and applications on clients computers and install Norton Ghost or Acronis Image on each computer, making a backup image ready for restoring Windows in vital position. Install satellite dishes, setting satellite and transponders, upgrading firmware’s on satellite receivers, setup satellite internet (1way – only download) combined with cable internet. Replaced or refilled cartridges on printers. Install and configuring VOIP adapters, 2 Voip phones installed in internet cafe for costumers. Selling old and brand new Pc configurations, Lap Tops, components, accessories. |
| ***DRIVING LICENCE*** | Macedonian License for Light Vehicle B, F, G, and M category. |
| ***PROFESSIONAL***  ***INTERESTS :*** | -Internet and related new technologies and services  -Virtual communities, authentication federations  -Overlay networks  -System, service and network architectures  -Open source software  -Creative utilization of existing technologies to solve current and future problems  -Management and encouragement of creativity and innovation  -Optimization of the product creation process |
| ***FREETIME ACTIVITIES*** | -Digital photography  -Drawing, graphics  -Movies  -Music (concerts, listening)  -Computers, network, experimenting with new things and technologies  -Culture experiments (theater, etc.) |
| ***LANGUAGES*** | Macedonian (native), English (fluent, reading and writing), Serbian (fluent reading and writing), Bosnian (fluent reading and writing), Croatian (basic reading and writing), Bulgarian (basic reading and writing) |
| ***COMPUTERS SKILLS*** | ***Networking:***  Configuration on Wireless routers and Access Point, Motorola Canopy Wireless, Cisco switches, ADSL, TCP/IP, Ethernet/LAN, Motorola Cable modem, Cisco VPN, Phone Systems, Windows 2003 Server.  ***Software:***  Outlook 2003, IBM Lotus Notes, Eudora, Norton Antivirus, Zone Alarm Spam Blocker, Explorer, Firefox, Sahara Browsers, Adobe Acrobat, MS Word, Excel, Power Point, Publisher, Dream weaver, Illustrator, Photoshop, Corel Draw, AutoCAD.  ***Hardware:***  HP Scanners, Panasonic High-Speed Scanners, HP / Epson / Oki / UPS / Zebra Printers HP Fax Machines. |
| ***CHARACTERISTICS*** | Responsible, flexible, honest, pays attention to details, willing to work in multiethnic environment, team player. |