



Dragan Zečević

IT specialist



Profile

Through my, almost a decade long, IT experience I worked in many different IT areas where I gathered a lot of technical knowledge, and not less important, learned to easily adapt to new systems and environments. I also had an opportunity to work with many people with so many different personalities. And during my studies I lived in a dorm. All of that helped to become a person that can find common language with other colleagues and be an excellent team player.



Contact

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Work Experience

Cyber Security Specialist
Telenor Common Operation

2016. -

- Operational and security incidents handling and resolution
- Monitoring and analysis of cyber-attacks, cyber threats and/or potential misuse of informational resources
- Detailed incident reporting
- Performing daily operations and evaluation of security tools
- Performing detail technical security reviews of new systems or architectures
- O&M on security dedicated systems

Service Desk Analyst
Telenor Common Operation

2014. - 2016.

- Providing IT support to employees in Telenor Serbia and Telenor Denmark
- Communicating with internal users through Service Desk call center
- Work in ticketing systems (Remedy, SM) and Jira
- Troubleshooting issues regarding Windows, Office and other numerous applications
- Knowledge base update
- User administration (Active Directory, MS Exchange, application accounts)
- Connection between internal users and Back Office departments



Skills

HTML - Basic
CSS – Basic
Sass – Basic
JavaScript - Basic
React – Basic
Git - Basic
Photoshop – Basic
English – Advanced
German – Intermediate
Driving licence – C category

- Configuring CISCO devices (routers, switches, access points)
- Computer network administration (LAN, WAN)
- Monitoring company network equipment (PRTG, Nagios, NetFlow Analyzer), troubleshooting and contacting Service Provider if needed
- Preparing technical documentation (MS Visio, netViz, CMDB)
- Administering email accounts (webmail server)
- Providing technical support to over 4000 internal users (Help Desk)
- Work in ticketing system (OTRS)
- Workstation imaging (Norton Ghost) and system stability check (Hiren's Boot)
- Computer configuration assembly
- Configuring tablets and cell phones
- Managing printer devices



Education

Web Development Codecademy.com	2017. -
German C1 St. Nicholas school, Belgrade	2012. -
B.S. Information Technologies University of Novi Sad - Technical faculty "Mihajlo Pupin" Zrenjanin	2005. – 2009.
Microsoft Certified Systems Administrator Guidance, Belgrade	2009.



Hobbies & interests

I love hiking and swimming.
I also enjoy reading National Geographic and visiting sport events and rock concerts.