**EDI KADIC**

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# CAREER & SKILLS OVERVIEW

* Passionate about innovation, technology, and ensuring high-quality customer support
* Analytical and organised with high attention to detail and ability to multi-task
* Good understanding of PC hardware and software, cloud technology, and social media
* Proven track record of meeting and exceeding agreed performance measures and KPIs
* Excellent troubleshooting, research, and problem-solving skills
* Able to communicate verbally and via email in a simple and understanding manner

# WORK EXPERIENCE

**Worksmart Bussines Solutions LTD.**

**August 2023-Present IT Support Agent Level 2/ IT System Administrator**

* Complex Issue Resolution: Swiftly resolve escalated technical issues requiring in-depth systems and applications knowledge, ensuring minimal disruption to business operations.
* Endpoint Security Administration: Administer and troubleshoot endpoint security solutions, including ESET N-able, to fortify organizational assets against cyber threats.
* Microsoft 365 Expertise: Oversee and troubleshoot Microsoft 365 applications, emphasizing email configurations to optimize communication workflows.
* User Account Management: Administer user accounts, permissions, and access rights within Active Directory (AD), promoting cybersecurity best practices and ensuring compliance with security protocols.
* Data Protection and Recovery: Conduct routine system backups and implement disaster recovery procedures to safeguard critical organizational data integrity.
* Guidance and Training: Provide technical guidance and mentorship to junior team members, while also delivering end-user training sessions on IT best practices and new system features.
* Server Configuration and Maintenance: Set up, configure, and maintain servers to ensure optimal performance and reliability of network infrastructure.
* Patch Management: Regularly apply patches to machines and systems to address vulnerabilities and maintain security posture.
* Infrastructure Management: Procure, maintain, and administer computers, servers, and office equipment, ensuring they meet organizational needs and standards.
* Security Enforcement: Deploy and enforce security policies and procedures to mitigate risks and safeguard organizational assets from potential threats.
* System Testing and Evaluation: Continuously evaluate system capabilities by testing existing equipment and software, as well as exploring new systems and technologies to improve operational efficiency and effectiveness.

**PFH Technology,Dublin,Ireland**

**Dec 2022-Augus 2023 IT SUPPORT ENGINEER LEVEL 1**

* Responsible for setting up IT equipment and hardware as per HSE requirements, being the primary point of contact for any IT issues that arise.
* Conduct connectivity and hardware checks to ensure optimal work efficiency and maintain on-site IT stock, including managing stock records and processing orders
* . Install and configure computer hardware operating systems and applications for the company.
* Utilize Salesforce and ServiceNow to escalate issues and generate reports, while attending daily meetings with IBM, KPMG, Salesforce, and HSE Management to address system-related concerns.
* Keep the service delivery manager and team members updated on activities and communicate any pertinent information.
* Ensure proper functionality and performance of networks, promptly logging and resolving on-site IT issues. If unable to resolve on-site, follow up in a timely manner and provide progress updates to affected users.
* Serve as the initial point of escalation and referral for other IT support engineers when faced with unfamiliar scenarios or situations (as a substitute for HyperCare).
* Conduct induction sessions for new staff, guiding them through CoVax, ScanVax, Service Cloud, and setting them up in the training environment.
* Perform site visits to CVC locations, evaluating adherence to best practices and recommending improvements to enhance the service we provide.

**uPhone, Drogheda, Ireland**

**Sep 2022 - Dec 2022 REPAIR TECHNICIAN**

* Accept customer desktop and laptop systems in-store for repairs.
* Request information about software and hardware issues and document all concerns.
* Troubleshoot systems and work with customers to determine needed hardware or software changes.
* Break down systems, remove malfunctioning hardware, and install new parts.
* Check system software and date integrity.
* Perform all repairs with utmost concern for customer privacy.
* Resolve selected issues with smart phones and tablets.

**Lidl, Drogheda, Ireland**

**02/2022 – 09/2022 STORE ASSISTANT**

* Processing credit card and cash payments, issuing receipts, and keeping accurate sales records
* Replying to customer queries about goods and advising them on product location
* Operating the POS system and balancing the till at the beginning and end of each shift
* Participating in inventory management, product ordering, and delivery processing

**Nature’s Best, Drogheda, Ireland**

**12/2018 – 02/2022 MACHINE OPERATOR PACKER**

* Identified machine malfunctions and carried out troubleshooting to resolve issues
* Followed production schedules, kept accurate records of daily tasks, and time logs
* Carried out preventive maintenance and calibration of the machines to fit business needs
* Inspected product quality before packing to ensure customer satisfaction

**Holex, Rijeka, Croatia**

**08/2016 – 07/2018 CASHIER TEAM LEAD**

* Responded quickly and accurately to customer inquiries, handled complaints, and issued refunds
* Collected sales data, analysed trends, and prepared reports for the management
* Maintained inventory database, ordered goods as needed, and processed delivery paperwork
* Followed company policies and complied with cash handling procedures

# EDUCATION

**Electrical Engineering and Computer Science Secondary School, Rijeka, Croatia**

**2016 NFQ LEVEL 5 CERTIFICATE: ELECTRICIAN – AUTOMATION**

Completed a 3-year secondary school programme and gained a diploma. Equivalent to

Certificate of Final Paper Exam

[**Google IT Support Professional Fundamentals Certificate**](https://www.coursera.org/professional-certificates/google-it-support)

https://coursera.org/share/083dbf9dbe4e91ff73341501eb3d056b

**Linked In Certificate for VIRTUALIZATION**

<https://www.linkedin.com/learning/certificates/16f73bc6ccd7c0a5a52e7e63372eb78dd57234df2b44ad80a6683a7266d9af88>