

Damir Kranjčević

IT Support Specialist

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PROFESSIONAL SUMMARY

Results-driven IT Support Engineer with **5+ years of experience** in **technical support**, **system administration**, and **infrastructure maintenance**. Skilled in **troubleshooting complex issues**, **implementing IT solutions**, and providing **exceptional customer service**. Proficient in **Windows/Linux environments** with expertise in **networking**, **security**, and **hardware diagnostics**. **Proven track record** of **collaborating effectively** with cross-functional teams to deliver **timely IT solutions** and **drive operational efficiency**.

WORK EXPERIENCE

IT SUPPORT ENGINEER AND TRAINER

July 2023 - January 2025

at AT&T (Brno, Czech Republic)

- **Technical Support:** Led technical support for **500+** internal users across multiple departments, ensuring smooth operation of business-critical systems while reducing average ticket resolution time by **30%**
- **Training:** Developed and delivered comprehensive technical training programs for **10+** new IT support specialists, improving onboarding efficiency by **25%** and ensuring consistent service quality standards
- **Automation:** Implemented automated troubleshooting procedures using PowerShell and Bash scripts that decreased system downtime by **40%** and enabled proactive issue resolution
- **Documentation:** Created comprehensive technical documentation and knowledge base articles that improved cross-team knowledge sharing and reduced recurring support tickets by **35%**

WEB DEVELOPER & IT SUPPORT

September 2012 - June 2015

at Yuber (Novi Sad, Serbia)

- **Website Development:** Designed and built responsive and professional websites using **HTML**, **CSS**, and **JavaScript**, enhancing online presence for clients
- **CMS Management:** Worked with popular content management systems (**CMS**) like **WordPress**, performing theme customization, plugin integration, and maintenance tasks
- **Technical Support:** Provided technical support for internal teams, resolving **hardware** and **software** issues efficiently

TECHNICAL SKILLS

Operating Systems:

Windows Server (2016-2022), Active Directory, Linux (Ubuntu, CentOS), macOS, iOS/Android

Networking:

TCP/IP, VPN, Firewalls, DNS, DHCP, Network Troubleshooting, Cisco Equipment

Cloud Services:

Experience with AWS cloud platform for personal homelab projects and infrastructure deployment [↗](#)

Tools & Technologies:

PowerShell, Bash, Remote Desktop, VirtualBox, VMware, Microsoft 365, Ticketing Systems

Security:

Access Control, Data Protection, Security Audits, Vulnerability Assessment

Web Development:

HTML, CSS, JavaScript, WordPress, Responsive Design

CERTIFICATIONS

Google IT Automation with Python Professional Certificate	Scheduled	- March 28th, 2025
Focusing on automation and Python scripting for IT operations		
CompTIA Security+	Scheduled	- September 2025
Focusing on Cyber Security and advanced network protection		
JavaScript Algorithms and Data Structures	freeCodeCamp ↗	(2022)
CompTIA A+	Previously Certified	(2019)

EDUCATION

UNIVERSITY OF NOVI SAD

2006 - 2009

Faculty of Sport and Physical Education

IT ACADEMY

2016

Advanced Software Testing Course

MIT OPENCOURSEWARE

2021

Introduction to Computer Science and Programming

LANGUAGES

- English (Fluent)
- Serbian (Native)