Damir Kranjčević

IT Support Specialist

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📍 Serbia

PROFESSIONAL SUMMARY

Experienced IT Support Specialist with expertise in first-level technical support, system diagnostics, and IT infrastructure maintenance. Proven track record in administering various platforms, network setup, and hardware troubleshooting. Skilled in SaaS technical support, ticket-based issue resolution, and light CSS customization for customer platforms. A multilingual professional dedicated to providing superior technical support while maintaining high customer satisfaction.

WORK EXPERIENCE

IT SUPPORT

TMS | Belgrade, Serbia   📅 April 2025 – September 2025

- Worked as a tech support for SaaS platform Trafft (trafft.com).
- Resolved 20–30 tickets per day via email/chat-based technical support.
- Customized CSS for customers when website personalization was required.

IT SUPPORT ENGINEER & TRAINER

AT&T | Brno, Czech Republic   📅 July 2023 – January 2025

- Provided comprehensive first-level technical support for internal and external users.
- Trained and mentored new employees in teams of 10 during 14-day intensive training sessions.
- Diagnosed and resolved technical issues, ensuring minimal system downtime.
- Maintained detailed documentation in the database for tracking issues and solutions.
- Configured and set up PC workstations, printers, and peripheral devices.

TECHNICAL SKILLS

Development: JavaScript | React | Python | SQL Fundamentals | Database Administration
Infrastructure: Active Directory | DHCP | DNS
Support Services: Technical Support | Technical Diagnostics | Hardware Diagnostics | Computer Assembly | Device Repair

CERTIFICATIONS

- JavaScript – Algorithms and Data Structures | Issued: 2022 | freeCodeCamp.org
- CompTIA A+ (Exam Codes: 220-1101 & 220-1102) | Issued: 2019 | CompTIA.org

EDUCATION

University of Novi Sad – Faculty of Sport and Physical Education   📅 2006 – 2009

LANGUAGES

Serbian (Native) | English (Advanced – C1) | Italian (Basic)