Damir Kranjčević

IT Support Specialist & Frontend Developer

✉ contact@damirkranjcevic.com | 📞 (+381) 0607017227 | 🌐 damirkranjcevic.com | LinkedIn
📍 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. A multilingual professional dedicated to providing superior technical support while maintaining high customer satisfaction.

WORK EXPERIENCE

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.

WEB DEVELOPER & IT SUPPORT

OnlineID | Novi Sad, Serbia
📅 September 2012 – June 2015

- **Website Development:** Designed and built responsive, professional websites using HTML, CSS, and JavaScript, enhancing clients' online presence.

- **CMS Management:** Worked with popular content management systems (CMS) like WordPress, performing theme customization, plugin integration, and maintenance tasks.

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)