

Damir Kranjčević

IT Support Specialist

✉ contact@damirkranjcevic.com

☎ (+381) 0607017227

📍 Serbia, Zrenjanin

🌐 Website

💼 LinkedIn

🔗 GitHub

Professional Summary

Experienced IT Support Engineer 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. Multilingual professional dedicated to providing superior technical support while maintaining high customer satisfaction.

Work Experience

IT Support Engineer and 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 people during 14-day intensive training sessions
- Diagnosed and resolved technical issues with minimal system downtime
- Maintained detailed documentation in database for tracking issues and solutions
- Configured and set up PC workstations, printers, and peripheral devices

IT Support Specialist | Yuber | Novi Sad, Serbia

September 2012 - June 2015

- Managed technical support operations for hardware and software systems
- Administered Windows systems, including user account and permission management
- Contributed to network infrastructure setup and maintenance

Technical Skills

Operating Systems

- Windows Server & Desktop Administration
- Linux System Administration
- macOS Support
- Mobile OS (iOS & Android)

Networking & Infrastructure

- Network Configuration & Troubleshooting
- TCP/IP Protocol Suite
- VPN Setup & Management
- Network Security
- Firewall Configuration

Support & Tools

- Technical Documentation
- Remote Support Tools
- Ticketing Systems
- Active Directory Management
- Hardware Troubleshooting

Certifications

- CompTIA A+ (2019)
- JavaScript Algorithms and Data Structures | freeCodeCamp (2022)

Education

- Faculty of Sport and Physical Education | University of Novi Sad | 2006 - 2009
- Software Testing Course | Certification Institute | 2016
- Introduction to Programming | MIT OpenCourseWare | 2021