

Miroslav Ilic

Profile

Tehcnical support agent with variaty of different interests and experience in different fields.

Education

Tehnician of electronics, Banjaluka highschool of electronics "Nikola Tesla", Banja Luka

September 2004 — May 2008

Professor of history of philosophy, University of Banjaluka, Faculty of philosophy, Banja Luka

October 2018 — Present

Employment History

Tehnical support agent at NCR Cooperation, Banja Luka

June 2016 — January 2021

- Handled inbound and outbound technical support calls for over 10,000 hospitality customers, ranging from major clients (Wendy's, Burger King, Buffalo Wild Wings, Travel Centers of America etc.) to small local businesses.
- Diagnosed and resolved software issues via remote access
- Provided step-by-step technical support to troubleshoot and fix hardware problems remotely.

Escalated support agent at NCR Cooperation, Banja Luka

January 2021 — Present

- Provide dedicated support for a single client with over 1,000 restaurants across the U.S.
- Manage highly escalated cases, ensuring swift resolution by coordinating with internal teams and prioritizing urgent issues.
- Oversee case escalations to other departments, ensuring high-priority attention and efficient resolution.
- Distribute work assignments to Level 1 agents, providing guidance, mentorship, and training.
- Provide regular status updates to customers via email, ensuring clear communication on case progress and resolution timelines.
- Maintain regular communication with the client's CEO, delivering updates on active and resolved cases.

Details

Stepa Stepanovic Boulevard
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Bosnia and Herzegovina

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Date / Place of birth

13.06.1988

Banja Luka

Citizenship

Bosnia and Herzegovina

Croatia (EU)

Links

[Linkedin](#)

Skills

Customer Service

Ability to Multitask

Communication Skills

Ability to Work in a Team

Fast Typing Skills

Fast reading

Fast Learner

Languages

English

Serbian/Croatian

Chat moderator at Cloudworkers Ltd, Banja Luka

November 2019 — June 2020

- Monitored and moderated chat interactions on a dating platform, ensuring compliance with community guidelines.
- Engaged with users to maintain a safe and welcoming online environment.
- Managed multiple conversations simultaneously while adhering to company policies and quality standards.

Administrative Assistant (Part-Time/Volunteer) at Onix Day Care Center for Adults with Mental Disabilities, Banja Luka

January 2017 — Present

- Maintain and update project databases with new information.
- Translate documentation between English and Serbian.
- Serve as an English translator for foreign partners during meetings and communications.
- Manage and update the organization's social media profiles to enhance online presence.