LAZAR MILICEVIC

Senior Platform Engineer | Cloud & AI Automation Specialist | IT Helpdesk Technician

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LinkedIn | GitHub | → Portfolio & Live Demos

PROFESSIONAL SUMMARY

IT Helpdesk Technician with 10+ years of experience in remote desktop support, Microsoft Windows troubleshooting, and MSP (Managed Service Provider) environments. Expert in Windows Server, Microsoft Office 365, and network infrastructure including Cisco and SonicWall technologies. Proven track record providing technical support via ticketing systems with excellent time management skills and self-discipline. Strong background in remote IT support across multiple time zones with stable internet connection and professional home office setup. Experienced in continuous learning, problem-solving, and emergency response for IT issues. Previously founded IT services company serving 50+ enterprise clients with managed services and infrastructure support.

CORE SKILLS

Microsoft Windows | **Windows Server** | **Remote Desktop Support** | **IT Support** | **MSP** | **Helpdesk** | **Ticketing Systems** | **Active Directory** | **Microsoft Office 365** | **Network Troubleshooting** | **Cisco** | **SonicWall** | **Time Management** | **Self-Discipline** | **Problem-Solving** | **Remote Work** | **Time Zone Management**

TECHNICAL SKILLS

Operating Systems
Microsoft Windows 10/11 | Windows Server 2016/2019/2022 | macOS | Linux | Remote Desktop Support

Microsoft Technologies
Active Directory | Microsoft Office 365 | Azure AD | Exchange | SharePoint | Teams | PowerShell

Networking
TCP/IP | DNS | DHCP | VPN | Cisco | SonicWall | Network Troubleshooting | Firewall Configuration

Support Tools
Ticketing Systems | Zendesk | Jira | Remote Desktop | TeamViewer | ConnectWise | Autotask

Cloud & Virtualization
AWS | Azure | VMware | Hyper-V | Docker | Cloud Migrations

Remote Work Skills
Time Management | Self-Discipline | Asynchronous Communication | Time Zone Management | Problem-Solving

WORK EXPERIENCE

Platform Engineer & IT Support Lead
January 2025 - Present

French Biotech Company | Paris, France (Remote)

- Provide remote desktop support and IT support for 500+ users across Microsoft Windows and macOS environments
- Manage ticketing system workflows, establishing SLAs and intelligent routing for efficient problem-solving
- Deliver technical support via remote desktop support tools across US and EU time zones with excellent time management
- Built automation integrations connecting support platforms, reducing manual IT support work by 60%
- Demonstrate self-discipline and continuous learning in high-autonomy remote work environment
- Collaborate with teams through asynchronous communication and time zone management

IT Workplace L2 Engineer
February 2023 - January 2025

Gategroup | Zurich, Switzerland (Remote)

- Provided enterprise-level remote desktop support for Microsoft Windows environments across global offices
- Managed high-volume ticketing system queue maintaining 95%+ SLA compliance through excellent time management
- Delivered IT support for Windows Server, Active Directory, and Microsoft Office 365 issues
- Supported network troubleshooting including VPN, firewall, and connectivity issues
- Collaborated with international teams across US, UK, Australia, and Hong Kong time zones
- Demonstrated self-discipline and problem-solving in remote work environment
- Implemented process improvements reducing average ticket resolution time by 25%

Senior IT Engineer
January 2022 - January 2023

Customer Success Management Company | Belgrade, Serbia

- Delivered remote desktop support and IT support for B2B SaaS clients
- Provided technical support for Microsoft Windows, Windows Server, and network infrastructure
- Developed automation scripts using PowerShell improving operational efficiency
- Performed network troubleshooting and system maintenance

Founder & Technical Director
2014 - 2022

IT Services Company (MSP) | Belgrade, Serbia

- Founded and operated MSP serving 50+ enterprise clients with managed services, IT support, and infrastructure support
- Provided remote desktop support for Microsoft Windows, Windows Server, and network infrastructure
- Managed Active Directory, Microsoft Office 365, and cloud migrations (AWS/Azure)
- Configured and maintained network equipment including Cisco routers and SonicWall firewalls
- Delivered emergency response for critical IT issues with 24/7 availability
- Built and managed team of technicians while maintaining direct client relationships
- Achieved €60,000+ in documented cost savings through infrastructure optimization and problem-solving

KEY PROJECTS

Enterprise Support Automation | AWS, Python, Zendesk, Slack
Built serverless integration for IT support workflow automation. Eliminated manual case creation, saving 20-30 hours monthly. Demonstrates problem-solving and continuous learning.

Multi-Client MSP Infrastructure | Windows Server, Active Directory, Cisco, SonicWall
Designed and maintained network infrastructure for 50+ enterprise clients including Microsoft Windows environments, remote desktop support systems, and security configurations.

Cloud Migration Projects | AWS, Azure, Microsoft Office 365, VMware
Led cloud migrations from on-premises Windows Server environments to AWS and Azure. Implemented Microsoft Office 365 deployments with minimal downtime.

EDUCATION AND CERTIFICATIONS

Bachelor's Degree in Information Technology
University of Belgrade | Belgrade, Serbia

Certifications:

- AWS Certified Cloud Practitioner - Amazon Web Services
- Microsoft Azure Fundamentals (AZ-900) - Microsoft
- ITIL Foundation - IT Service Management
- Google Analytics Certification - Google

ADDITIONAL INFORMATION

Languages: English (Professional), Serbian (Native)
Location: Belgrade, Serbia (European Timezone - Flexible for US/UK time zone coverage)
Remote Setup: Stable internet connection, quality headset with noise cancellation, professional home office
Work Style: Self-discipline, excellent time management, continuous learning mindset
Availability: Available for full-time remote positions