

# LAZAR MILICEVIC

Senior Platform Engineer | Cloud & AI Automation Specialist | Happiness Engineer

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LinkedIn | GitHub | → Portfolio & Live Demos

## PROFESSIONAL SUMMARY

Happiness Engineer and Technical Support Specialist with 10+ years of experience in customer success, technical troubleshooting, and written communication. Deep hands-on experience with WordPress, WooCommerce, and eCommerce platforms. Proven track record providing exceptional customer experience through email support and live chat support in high-autonomy remote environments. Self-starter with strong written communication skills, delivering technical solutions while maintaining compassion and patience. Expert in asynchronous communication, remote collaboration, and time zone management across US, UK, EU, and APAC regions. Previously founded IT services company serving 50+ enterprise clients with WordPress sites and custom development.

## CORE SKILLS

WordPress | WooCommerce | Customer Experience | Technical Support | Written Communication | Email Support | Live Chat Support | Technical Troubleshooting | eCommerce | Self-Starter | Remote Work | Asynchronous Communication | Time Zone Management | Customer Success | SLA Management

## TECHNICAL SKILLS

### WordPress & Web

WordPress | WooCommerce | Themes | Plugins | PHP | HTML | CSS | JavaScript | REST APIs

### Support & Communication

Email Support | Live Chat | Zendesk | Technical Troubleshooting | Written Communication | Customer Experience

### Cloud & Automation

AWS | Azure | Python | Docker | API Development | Process Automation

### Remote Work Tools

Slack | Jira | Linear | Asana | GitHub | Asynchronous Communication | Time Zone Management

## WORK EXPERIENCE

### Platform Engineer & Technical Support Lead

January 2025 - Present

French Biotech Company - AI for Immunology | Paris, France (Remote)

- Defined and implemented global technical support process from scratch, establishing SLAs, intelligent routing logic, and cross-team workflows serving 500+ users with exceptional customer experience
- Provided technical troubleshooting and customer support via email and chat, maintaining high customer satisfaction across US and EU timezones through effective written communication
- Built automation integrations connecting Zendesk, Slack, and internal systems, reducing manual support work by 60% while improving customer experience
- Collaborated with Product, Engineering, and Customer Success teams through asynchronous communication and remote collaboration across multiple time zones
- Led analytics platform migration delivering €30,000-60,000 annual cost savings through technical troubleshooting and process optimization

### IT Support Engineer

February 2023 - January 2025

Gategroup | Zurich, Switzerland (Remote)

- Provided enterprise-level technical support via email and live chat, maintaining 95%+ SLA compliance through effective written communication
- Delivered exceptional customer experience across global offices in US, UK, Australia, and Hong Kong through remote collaboration
- Self-managed high-volume support queue in high-autonomy remote environment, demonstrating self-starter mentality
- Implemented process improvements reducing average ticket resolution time by 25% while maintaining customer satisfaction

### Senior IT Engineer

January 2022 - January 2023

Customer Success Management Company | Belgrade, Serbia

- Delivered technical troubleshooting and customer support for B2B SaaS clients requiring WordPress integrations and eCommerce solutions
- Developed custom automation scripts improving client operational efficiency and customer experience
- Provided technical support and customer success consultation for enterprise accounts

### Founder & Technical Director

2014 - 2022

IT Services Company | Belgrade, Serbia

- Founded and operated IT services company serving 50+ enterprise clients with WordPress development, WooCommerce implementations, and technical support
- Built and maintained WordPress sites for clients including themes, plugins, and custom development
- Delivered exceptional customer experience through direct client relationships and responsive email support
- Managed team while maintaining technical leadership and customer success focus
- Achieved €60,000+ in documented cost savings for clients through technical troubleshooting and process optimization

## KEY PROJECTS

### Fakturko - SaaS Invoicing Platform

| Python, Docker, AWS, Azure, React Native  
Architected cloud-based SaaS eCommerce invoicing solution. Features include automated recurring invoices, payment integration, and mobile app. Demonstrates technical troubleshooting and full-stack development skills.

### Stylera - Salon Booking SaaS

| React, TypeScript, Supabase, WordPress Integration  
Full-stack booking platform with WordPress integration, email automation, and customer experience optimization. Intelligent waitlist system increases appointment fill rate by 20%.

### Enterprise Support Integration

| AWS, Python, Zendesk, Slack  
Built serverless integration for technical support workflow. Eliminated manual case creation, saving 20-30 hours monthly through automation. Demonstrates customer experience focus.

## 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 - Fluent Written Communication), Serbian (Native)

**Location:** Belgrade, Serbia (European Timezone - Available for US morning coverage and asynchronous communication)

**Work Style:** Self-starter, high-autonomy remote work, excellent time zone management

**Availability:** Available for full-time remote positions