

MILICA BLAGOJEVIĆ

BACHELOR OF COMPUTER SCIENCE

Banja Luka

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Web resume: <https://milicablagojevic.github.io/milica-resume/>



ABOUT ME

I am very passionate about gaming, game design and overall IT related fields. I enjoy exploring diverse game genres and analyzing game mechanics. My interest in modern technology drives me to study more about work within the industry. Current hobbies along side gaming include learning C# and Unity as well as game art/3D model creation.

EXPERIENCE

SOC Analyst - Deputy Lead - ISO 27001 Internal Auditor / GaliaIT, Banja Luka

Jan 2023 - Nov 2024

Duties include incident response, threat hunting and escalation via ticketing system. Monitor the status of internal and external services and escalate high alarms. Creating monthly reports using XQL queries and visualizations about incident stats, meeting clients needs. Managing projects and assigning responsibilities within the team. Writing documentation and reports required for Internal Audits. Reviewing CVs and managing technical interviews for new candidates.

Customer Support Agent / DDC MLS, Banja Luka

Sept 2022 - Nov 2022

Handle incoming calls and customer service inquiries or complaints, provide solutions and alternatives within the time limits, follow up to ensure resolution.

Follow communication procedures, guidelines and policies.

Demonstrator for practical classes / Pan-European University "Apeiron", Banja Luka

Oct 2021 - Oct 2023

Provided practical classes and formed exercises suitable for basic understanding of Adobe Photoshop and Adobe Illustrator and providing students work evaluation.

Held the exams with the assigned professor.

IT Technician / BISCOM computers and communication service, Banja Luka

Mar 2015 - May 2015

Provide essential IT services for laptops, desktops, clean Windows installation. IT troubleshooting, both software and hardware included and building and setting up custom made PCs.

EDUCATION

Bachelor of Computer Science

Pan-European University "Apeiron", Banja Luka

2016 - 2021

Computer Technician

Electrical Engineering School "Nikola Tesla", Banja Luka

2012 - 2016

TECHNICAL SKILLS

- Windows, Linux OS
- Zabbix monitoring
- MS Defender for endpoints
- Cortex XDR
- IT troubleshooting
- ServiceNow, Zendesk
- Network Security
- Adobe Photoshop, Illustrator
- XQL (Cortex Query Language)
- HTML,CSS,JS basics
- C# and Unity basics

LANGUAGES AND SOFT SKILLS

English: Fluent - reading, speaking, writing, listening

Spanish: Beginner - reading, speaking, writing, listening

- Problem solving
- Communication and listening
- Organization and responsibility
- Flexibility and adaptation
- Individual and teamwork
- Creativity