

# MILICA BLAGOJEVIĆ

## BACHELOR OF COMPUTER SCIENCE

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



## ABOUT ME

I am deeply passionate about gaming, game design, and cybersecurity. I enjoy exploring diverse game genres, analyzing game mechanics and most of all play competitive gaming. My interest in modern technology drives me to study more about work within the industry. My current hobbies along side gaming is 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 numbers. 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 2023

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
- Cortex XDR, XQL
- Network Security
- Citrix and Amazon WorkSpace
- C# and Unity basics
- Office Apps, Azure
- IT troubleshooting
- Network protocols
- Github, Gitlab
- HTML,CSS,JS basics
- MS Defender for endpoints
- Adobe Photoshop, Illustrator
- Jira, ServiceNow, Zendesk
- Zabbix monitoring

# LANGUAGES AND SOFT SKILLS

**English:** Fluent - reading, speaking, writing, listening

**Spanish:** Beginner - reading, speaking, writing, listening

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