

Milos Damjanovic

Web Developer and Technical Support Specialist

Dedicated Web Developer and Technical Support Specialist with a proven track record of delivering top-notch client and software troubleshoot service and a commitment to continuous learning in the dynamic field of IT.



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WORK EXPERIENCE

Technical Service Desk Specialist - RBI NCR Corporation

02/2022 - Present

Belgrade, Serbia

Network, Hardware and Software support

Responsibilities and Skills

- Client Technical support in maintaining and troubleshooting enterprise Network hardware devices in the form of Cisco Switches and Firewalls, Network vendor routers and VMware SD-WAN.
- Collaborated closely with network technicians to design and implement optimal Network configurations and topology for enterprise offices, ensuring seamless connectivity and efficient data transfer. Assisted in the setup and troubleshooting of Network infrastructure.
- Demonstrated ability to log and track client requests in a ticketing system (NEOS) while adhering to company-defined SLA and providing case resolution with team within SLA time-frame.
- Strong ability to prioritize and triage technical and back-end issues effectively, ensuring efficient resolution and adherence to SLAs.

Waiter & Bar Manager

Hilton Hotels & Resorts - Sky Lounge

07/2018 - 10/2021

Belgrade, Serbia

Staff & Bar management

- Effective communication skills developed through interacting with guests and collaborating with team members to ensure smooth operations and customer satisfaction.

EDUCATION

Bachelor Studies

Visoka Skola Elektrotehnike i Racunarstva

09/2017

Electronics and Telecommunication

Junior Java Development Course

Poslovna Savrsenost

01/2021 - 10/2021

Java Development

Course Accomplishments

- Developing back-end web Java Applications with Hibernate ORM, Maven, Spring and Spring Boot
- Debugging and testing Web Applications with JUnit and Mockito

Cyber Security Analyst Course

Poslovna Savrsenost

10/2023 - 01/2024

Course Accomplishments

- Cyber Security Analyst course covering basic and advanced topics in operating, web, and network security, cryptography, mobile security and data loss prevention

TECHNICAL SKILLS

Networking

Software & Network Troubleshooting

Network & SD-WAN Orchestrator Administration

Wireshark

Windows Administration

MS Server

MS Office

Java

Spring Boot

Python

SQL

JavaScript

HTML/CSS

React

Git

Docker

CRM Tools

CORPORATE PROJECTS

Scan & Pay customer feature (06/2022 - 09/2022)

- Contributed alongside with point of sale vendor in developing and testing feature where users can make transactions with their mobile phone using only RBI loyalty application, without obligatory use of a credit or debit card.

PERSONAL WEB PROJECT REPOSITORIES

Expense Manager Web App - Java / Spring Boot / Thymeleaf

github.com/milosDamjanovic17/expense-manager-webApp

Food Mobile Ordering Application - JavaScript / React

github.com/milosDamjanovic17/food-ordering-app

Vinyl Records online Web Shop - Java / Spring Boot / React / OAuth

github.com/milosDamjanovic17/react-records

LANGUAGES

Serbian

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Programming

Linux Administration

Informational Technologies

Network Engineering

Audio Production

Cyber Security