

## Milos Damjanovic

SW Developer and Technical Engineer

Belarade, Serbia

Dynamic and analytical SW Developer and Technical Engineer with a strong track record in client service, software troubleshooting and monitoring. Passionate about cybersecurity, software engineering, and data & infrastructure monitoring, with a commitment to continuous learning and excellence in the ever-evolving IT industry.

damjanovicc.milos@yahoo.com

Belgrade, Serbia

linkedin.com/in/milos-damjanovic-943795225

+381 63/88-421-41

milos-damjanovic-portfolio-website.netlify.app/

github.com/milosDamjanovic17

#### **WORK EXPERIENCE**

## **Technical Engineer**Assist Digital - Converneo gmbH

08/2024 - Present Infrastructure Monitoring and Software Developing

Responsibilities

- Enhanced and maintained client-acquired web apps(Hermes & Five9), implementing custom features, bug fixes, and managing application setup.
- Consulted in customer meetings, assessing feasibility and relevance of suggested web app upgrades with project managers.
- Proactively monitored company infrastructure, managing customer servers and services deployed on Hetzner for performance and uptime.
- Prioritized and resolved technical issues, ensuring SLA adherence.

# **Software Support Engineer - Professional Services**NCR Corporation

11/2023 - 08/2024 Belgrade, Serbia

Responsibilities

- Monitored and optimized application performance on diverse platforms (Desktop, Web and Mobile).
- Oversaw end-to-end application process flows and proactively identified potential performance and security issues on the server.
- Collaborated with the development team, contributing to maintain and upgrade the application source code to meet client change requests.
- Collaborated in the development of application security policies, ensuring robust protection against emerging threats.
- Engaged in application upgrades, emphasizing continuous improvement and adherence to security best practices.

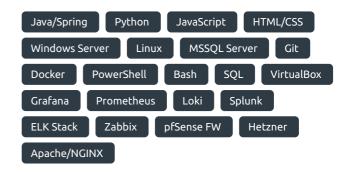
# **Technical Service Desk Specialist - RBI**NCR Corporation

02/2022 - 11/2023 Belgrade, Serbia Network, Hardware and Software support

Responsibilities

- Supported clients in maintaining and troubleshooting enterprise network, specializing in Cisco switches, firewalls, routers, and VMware SD-WAN.
- Collaborated with network technicians on optimal network design for secure and efficient connectivity in enterprise offices.
- Proficiently logged and tracked client requests in the ticketing system, meeting company-defined SLAs and ensuring case resolution with
- Oversaw corporate enterprise accounts, applications and workstations to proactively identify security vulnerabilities.
- Prioritized and resolved technical issues, ensuring SLA adherence.

### **TECHNICAL SKILLS**



#### **EDUCATION & COURSES**

Cyber Security SOC Analyst - Oktacron.rs - Poslovna Savrsenost (09/2023 - 12/2023)

 Completed cybersecurity course with a focus on SOC practices. Gained hands-on expertise in Splunk for advanced analytics, facilitating proactive identification and mitigation of IOCs. Applied malware forensics, cryptography, conducted penetration testing, performed reconnaissance and Active Directory attacks.

Java Development - Poslovna Savrsenost (2021)

 Developed back-end and web Java Applications with Hibernate ORM, Maven, Spring Boot and Thymeleaf with addition of testing the project structure and source code with JUnit and Mockito.

Visoka Skola Elektrotehnike i Racunarstva - Electronics and Communication - Bachelor Studies (2017)

### **PROJECTS**

- Developed and integrated Grafana with customer databases, delivering it as a data visualization and monitoring solution to clients. (09/2024 - 12/2024)
- Personal: Food Online Ordering Application JavaScript / React

github.com/milos Damjanovic 17/food-ordering-app

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

github.com/milosDamjanovic17/react-records

#### LANGUAGES

Serbian English
Native or Bilingual Proficiency Full Professional Proficiency

#### INTERESTS

Programming DevSecOps Network Engineering

Audio Production Cyber Security