

# Milos Damjanovic

## 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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🌐 [milos-damjanovic-portfolio-website.netlify.app/](https://milos-damjanovic-portfolio-website.netlify.app/)

🐙 [github.com/milosDamjanovic17](https://github.com/milosDamjanovic17)

## 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 efficient connectivity and data transfer.
- 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.
- Prioritizing and triaging technical and back-end issues effectively, ensuring efficient resolution and adherence to SLAs.
- Overseeing corporate enterprise applications and workstations to proactively identify security vulnerabilities.

### 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 and Spring Boot
- Debugging and testing Web Applications with JUnit and Mockito

### Cyber Security Analyst Course

Oktacron.rs - Poslovna Savrsenost

10/2023 - 12/2023

Cyber Security

#### Course Accomplishments

- Basic and advanced topics and labs in operating, web, and network security, cryptography, mobile security and data loss prevention

## TECHNICAL SKILLS

TCP/IP

Software & Network Troubleshooting

Network & VMware SD-WAN Administration

Wireshark

Windows Administration

MS Server

MS Office

Java

Spring Boot

Python

SQL

JavaScript

HTML/CSS

React

Git

Docker

CRM Tools

Linux

Web Application Firewall (WAF)

SIEM Tools

## CORPORATE PROJECTS

### Scan & Pay customer feature (06/2022 - 11/2022)

- 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](https://github.com/milosDamjanovic17/expense-manager-webApp)

### Food Mobile Ordering Application - JavaScript / React

[github.com/milosDamjanovic17/food-ordering-app](https://github.com/milosDamjanovic17/food-ordering-app)

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

[github.com/milosDamjanovic17/react-records](https://github.com/milosDamjanovic17/react-records)

## LANGUAGES

Serbian

Native or Bilingual Proficiency

English

Full Professional Proficiency

## INTERESTS

Programming

Informational Technologies

Network Engineering

Audio Production

Cyber Security