



# Milos Damjanovic

## SW Developer and Technical Engineer

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.

✉ damjanovic.milos@yahoo.com

📍 Belgrade, Serbia

🌐 [linkedin.com/in/milos-damjanovic-943795225](https://www.linkedin.com/in/milos-damjanovic-943795225)

📞 +381 63/88-421-41

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

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

## WORK EXPERIENCE

### Technical Engineer

#### Assist Digital - Converneo gmbH

08/2024 - Present

Belgrade, Serbia

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 team.
- Oversaw corporate enterprise accounts, applications and workstations to proactively identify security vulnerabilities.
- Prioritized and resolved technical issues, ensuring SLA adherence.

## TECHNICAL SKILLS

Java/Spring

Python

JavaScript

HTML/CSS

Windows Server

Linux

MSSQL Server

Git

Docker

PowerShell

Bash

SQL

VirtualBox

Grafana

Prometheus

Loki

Splunk

ELK Stack

Zabbix

pfSense FW

Hetzner

Apache/NGINX

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

- Personal: 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

DevSecOps

Network Engineering

Audio Production

Cyber Security