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

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

Cyber Security Analyst Course
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`
`WAF` `Linux` `Cryptography`

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` `Informational Technologies`
`Network Engineering` `Audio Production`
`Cyber Security`