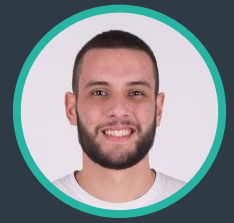


Milos Damjanovic

Developer and Support Engineer

Dynamic and analytical IT Specialist and Web Developer and with a proven track record of delivering top-notch client service and software troubleshooting. Committed to continuous learning in the dynamic fields of cybersecurity, software engineering and related industries in IT.



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📍 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/

🐙 github.com/milosDamjanovic17

WORK EXPERIENCE

Software Support Engineer - PS Team NCR Corporation

11/2023 - Present

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.

COURSES

Cyber Security SOC Analyst Course Oktacron.rs - Poslovna Savrsenost

10/2023 - 12/2023

Cyber Security

Course Accomplishments

- 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, conducted penetration testing, and performed reconnaissance. Explored theories in attack types, Active Directory attacks, cryptography, and security domains.

Java Development Course Poslovna Savrsenost

01/2021 - 10/2021

Java Programming

Course Accomplishments

- 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.

TECHNICAL SKILLS

TCP/IP

Software & Network Troubleshooting

Network & VMware SD-WAN Administration

Wireshark

Windows Server Administration

MS Office

Java

Spring Framework

SQL

HTML/CSS

JavaScript

React

Git

Python

Docker

Linux

Web Application Firewall (WAF)

SIEM Tools

Splunk

CRM Tools

EDUCATION

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

PERSONAL WEB PROJECT REPOSITORIES

Expense Manager Web App - Java / Spring Boot / Thymeleaf

github.com/milosDamjanovic17/expense-manager-webApp

Food Online 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