

Miloš Ivanovski

Technical Support Engineer at BeotelNet-ISP d.o.o.
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Bio & Contact

Born: 19.05.1986. in Belgrade

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Education

- VIII Beogradska Gimnazija
- Visoka škola strukovnih studija za informacione i komunikacione tehnologije – Internet Tehnologije
- Specijalističke studije@Visoka škola strukovnih studija za informacione i komunikacione tehnologije – Mrežne tehnologije (240 ESPB)
- Cisco Networking Academy@ ETF Beograd

Certifications and Courses

Cisco CCNA Routing and Switching

Cisco Systems License CSC011956036. Valid until March 2016

ISMS ISO 27001:2005

Information Security Management System

Communication Workshop

NLP Techniques – Course about communication with customers – NLP Starter Course

Cisco CCNA Security

In Progress...

Experience

Technical Support Engineer at BeotelNet ISP d.o.o.

May 2008 - Present (5 years 6 months)

Internet Service Provider

<http://www.beotel.net>

- Technical support for all services BeotelNet is providing to end-users (Internet, Wireless, xDSL, IPTV, L2&L3VPN, SIP telephony, FTTB, DSLAM, web/e-mail hosting, DialUp...)
- Maintenance and monitoring of Main Links and Nodes
- Providing onsite/telephone customer support (troubleshooting, repair and resolution, tickets)
- Data Center environment monitoring (Temperatures, Humidity, Air Flow...)
- Host for Data Center customers
- Work in shifts 24/7

Other IT skills

Windows Administration

Linux Administration

Hosting Support

VoIP...

Personal

Work under stress/pressure

An enthusiastic network engineer

Great skills to resolve complex networking issues

Good team player...

Other Interests

Web Designer/Programmer, Graphic Designer, Blogger, SEO

Driving Licence "B" – active driver