



Basic info

Full name: Marko Todorović

E-mail: markotod91@gmail.com

Contact phone: +381 63 230 476

Date of birth: 02.02.1991.

LinkedIn profile: <https://www.linkedin.com/in/marko-todorovic-252345106/>

Summary

- Experienced tech enthusiast with pure logical thinking and a great technical understanding with a high analytical approach to any issue.
- Currently with my hands in several fields of IT, I am willing to spend as many free time to boost my knowledge.
- Committed to maintaining cutting edge technical skills and up-to-date industry knowledge. Professional, detail-oriented SysAdmin motivated to drive projects from start to finish as part of a dynamic team.
- Skilled IT Support Engineer successful at using personal judgment and advanced technical acumen to make a positive impact. Forward-thinking and resourceful professional with a diligent mindset and disciplined approach.

Work experience and history

Title: Service Desk Analyst
Company: Telenor Common
Operation

June 2017 - present

First and second level (Advanced Tech Support) for *Telenor Denmark* and *Telenor Serbia* users (employees and external consultants with access to Telenor internal domain)

Gathering, troubleshooting, managing or routing end-user's request via telephone or e-mail (documenting and handling tickets within internal ticket system)

Remote support for end-users (resolving multiple issues occurring in targeted host's operating system or software packages, full Windows support including system settings, registry entries, administrative tools)

Ensuring all SLAs are met with fully CSAT oriented goal

User administration for multiple systems and services required by the end-user

System administration on Windows Active Directory server (Win Server 2008 and 2012)

Active usage of virtual environments (Virtual Desktop Infrastructure and Citrix Xen)

Active Directory, Exchange Management Console, Remote Desktop Protocol, Putty, WinSCP, Cisco AnyConnect (VPN), VMware Horizon, Microsoft SCCM, Command Prompt etc.

Creation of Windows Batch and PowerShell scripts on Windows Server with purpose to extract, input or manipulate multiple data located on server in connection with user accounts, computers or security rights

Developing new procedures, improvement of current procedures and engagement in multiple projects on behalf of Service Desk team (migration to Windows 10 and Office365 throughout domain)

Recommended architectural improvements, design solutions and integration solutions.

Trained junior members of IT Service Desk with full understanding of internal domain and enterprise network and systems

Currently also assisting our *Senior Service Delivery Specialist* with maintaining automated account with several tasks related to User Administration (written in *Python*).

Visitor and trainee at *Microsoft Development Center in Copenhagen* (related to Windows 10 migration and System Center Configuration Manager (SCCM)).

Title: IT Helpdesk Specialist
Company: NCR Corporation
(BlackBerry account)

October 2016 – June 2017

Global IT Service Desk representative for all full time and contractor employees in BlackBerry Ltd.

Active usage of Active Directory, MS Office, Citrix environment, McAfee Endpoint Encryption, MS Exchange Server and management, BlackBerry Enterprise Server with administrative control of Android, iOS and BB10 operating system devices, SCCM, Cisco AnyConnect / VPN, WatchDox, CommVault, WebEx, JIRA etc.

Remote troubleshoot and resolution on all domain computers running Windows, regular troubleshoot of Linux and OSX machines

Ensuring SLA is met with fully CSAT oriented goal

Development and improvement of existing technical and process procedures

Ensuring that knowledge base is up to date

Closely following and assisting level 2 colleagues in order to improve current knowledge

Title: Production technician
Company: Technical Institute
„Michael Pupin“

February 2016 – September 2016

Project: Modernization of Serbia Railways

Technical preparation, production and installation of equipment in lab environment

Implementation of new electronic equipment with sensors and programmable controllers throughout railway sections and railway stations

Set and monitored product standards, examining samples of raw products and processing tests, to ensure the quality of all finished products.

Monitored product standards and quality-control programs.

Collated components for assembly.

Designed and executed solvent recovery experiments in laboratory or field settings.

Tested products or subassemblies for functionality or quality.

Made sure that products were produced on time and are of good quality.

Monitored machine operation and diagnosed malfunctions.

Engagement in additional project for joint stock company "Elektromreza Srbije" - setup and installation of automated weather station for high voltage power transmission lines.

Title: Technical preparation Engineer
Company: Svetlost LUX d.o.o.

July 2015 – February 2016

Technical preparation of power distribution cabinets (mainly low voltage) through AutoCad schemes, full electrical equipment and material layout and usage

Modification of electrical schemes and preparation for production with operation team

Validated schematic designs working alongside hardware engineers.

Analyzed departmental documents for appropriate distribution and filing.

Monitored work performance and quality to maintain standards.

Examined faulty equipment

Tested equipment performance and demonstrated operation and servicing of equipment to the customer.

Accurately completed service reports and warranty forms.

Developed and executed layout and installation of electrical wiring and fixtures based on job terms and city regulations.

Supported technicians in equipment maintenance and repair.

Title: Deputy manager
Company: Gaming Club „White Hart“

June 2013 – October 2013

Engagement in opening a Sony Playstation gaming club with general manager.

In charge of equipping, wiring or basically, making this idea operational.

In three weeks of hard day and night work, directly involved and in charge of maintaining this idea in an everyday business.

Both managing and technical solutions were "a must"

Researched emerging products and used researched information to update store's inventory.

Auditing daily cash flow and inventory needs

Marketing and promotion throughout internet services and social networks

Salesman @ *Hleb i Kifle d.o.o.*

Staff member and game referee
@ *World Cyber Games*

Associate Writer @
Digital magazine

Staff and organization involvement at one of the world's biggest gaming conventions

Several articles and PC games reviews

Education

- **„School of Electrical and Computer Engineering of Applied Studies“** (2013 – present)
Bachelor of Applied Science in Electrical Engineering and Power Supply
- **School of Electrical Engineering „Nikola Tesla“** (2006 – 2010)
Electrical Technician for Computers

Skills

Essential skills

English (oral and written communication) System analysis
Troubleshooting
Bug tracking
Excellent diagnostic skills
Enterprise applications
Enterprise technologies
Quality assurance
Hardware documentation
System upgrades
Planning and implementation
Process implementation
Network maintenance
Technical specifications creation
Configuration management
Windows and Linux
Excellent problem-solving abilities

Additional skills

MS Office (advanced knowledge, basic knowledge of MS Access and MS Visio)
AutoCad 2015
Basic knowledge of HTML / CSS
Basic knowledge of SQL
Windows PowerShell
IDE Starter in Python
Win ProLadder and CX Programmer (used for Programmable Logical Controllers)
Electronic Workbench and Circuit Maker
Proficient in Internet research and search engines
Analog and digital electronics
Skilled in Power Supply systems and analyzing power sources and usage
Arduino IDE and Arduino microcontroller

Volunteerism

- **„Data Science Conference 4.0“** – Logistics volunteer in a conference organized by Institute of Contemporary Sciences. A two-day event gathering people from all around the world with more than 900 attendees, 62 talks and 12 tech tutorials. Event was organized in Hyatt Regency in Belgrade.
- **„Promos“** - Participating in a project "*Entrepreneur in High school*" with the idea to bring out as much participants from high schools all over Belgrade to present their ideas / projects which they would produce as a StartUp
- **"Science festival"** - participating with *Faculty of Physics* on different exhibits in this field
- **"Center for promotion of Science"** - participating in "*M3 - Maj Mesec Matematike*" on several exhibits in this field
- **"Blood Transfusion Institute"** - activism in blood donations throughout several faculties of *University of Belgrade*
- **"Organizacija Kreativnog Okupljanja"** - activist and coordinator of volunteers - organization was mainly focused on youth protection and education. Also participating in organization's theatre (musical "*Chicago*")
- **"Beosupport"** - Activist in youth education and training to prevent child exploitation and abuse (responsible in delivering educations and workshops for youth protection over Internet)