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## PERSONAL

<b>Name &amp; Last name:</b>	Dario Alispahić
<b>Mobile phone number:</b>	+381(64) 563-6624
<b>E-mail address:</b>	<a href="mailto:dario.alispahic@gmail.com">dario.alispahic@gmail.com</a>
<b>Date of birth:</b>	11 <sup>th</sup> September 1986.
<b>Marital status:</b>	Married
<b>Location:</b>	Serbia, Belgrade

## EXPERIENCE

<b>Employment period:</b>	<u>May 2005 – August 2005</u>
<b>Employer:</b>	<u>Geneko</u> <a href="http://www.geneko.rs/">http://www.geneko.rs/</a>
<b>Employer company description:</b>	Information Technology and Services industry
<b>Position:</b>	Technician
<b>Job description:</b>	Cash register GPRS terminal – testing, firmware flashing Cable manufacturing (crimping, soldering), cable testing GPRS terminal packing

<b>Employment period:</b>	<u>August 2008 – May 2014</u>
<b>Employer:</b>	<u>Paragraf Lex doo</u> <a href="http://www.paragraf.rs/">http://www.paragraf.rs/</a>
<b>Employer company description:</b>	Software publishing
<b>Position:</b>	Help desk administrator
<b>Job description:</b>	Call center tech support for computer software which has 10.000+ active users; Computer network planning, realization and maintenance, which consists of total 120 computers in main and two branch offices; Server administration: Windows Server 2003, 2008R2, 2012, CentOS; Intranet web application development, PHP/MySQL; Software development planning, testing and debugging; Administration, setup, hardware and software service of desktop and laptop computers; Administration of ParagrafLex computer software licenses; On demand web site updating (secondary job); Composing manuals for software installations; Selection and procurement of computer and network equipment;

<b>Employment period:</b>	<u>June 2014 – current</u>
<b>Employer:</b>	<u>Beolik</u> <a href="http://www.beolik.com/">http://www.beolik.com/</a>
<b>Employer company description:</b>	IT systems, System integrator
<b>Position:</b>	Sales and support engineer
<b>Job description:</b>	Providing support for e-Parliament, an information system used in the National Assembly of the Republic of Serbia. Monitoring system state, reporting and debugging, testing, manuals creations, training for users and maintenance. Composing manuals for software installations; Selection and procurement of computer and network equipment;

## EDUCATION

<b>From-to:</b>	2001-2005
<b>Type of educational institution &amp; location:</b>	High school Politehnička akademija, srednja tehnička škola Belgrade, Serbia
<b>Vocation:</b>	Computer constructions modelling mechanical technician

<b>From-to:</b>	2006-2011
<b>Type of educational institution &amp; location:</b>	Communications and information technology college Belgrade, Serbia
<b>Vocation:</b>	Internet technology engineer

## SKILLS

<b>Languages:</b>	Serbian (native), English
<b>IT:</b>	Microsoft Certified IT Professional Windows Server 2008 Administrator; Web: HTML/CSS/JS/PHP/MySQL; Moderate knowledge of network protocols, LAN/WAN networking; Very good computer hardware knowledge: assembly, disassembly, malfunction troubleshooting; Cisco routers administration; AutoCAD, ProEngineer/Wildfire; Moderate knowledge of mobile communications infrastructure technology; Microsoft Office; Understanding of C/Java programming languages; Understanding of Linux/Unix/Mac OS environment; Adobe Acrobat Pro/Adobe Illustrator CC
<b>Other:</b>	Non-smoker; B category drivers license - active driver; Guitar, Bass and Drums player

## PROFILE

### What are you really good at in your job?

As a call centre tech support operator, I have learned to recognize and to successful adapt to any level of the customer, from ordinary user to an IT expert. In other words, to be patient and professional with each and every customer.