



Denis Ivic

IT

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Details

Nationality
Yugoslavian

Date / Place of birth
16.08.1987 / Prishtina

Profile

1. "Dynamic IT technician with over 15 years of experience providing technical support for hardware and software systems. Proven track record of effectively troubleshooting and resolving technical issues with a customer-first approach."
2. "Highly skilled IT technician with a strong background in hardware and software maintenance and repair. Known for my excellent problem-solving skills and ability to work well under pressure in fast-paced environments."
3. "IT technician with a strong passion for technology and a proven track record of success in providing top-notch technical support. Skilled in a variety of operating systems and hardware, with a focus on delivering exceptional customer service."
4. "Experienced IT technician with a proven track record of success in providing technical support and maintenance for a range of hardware and software systems. Known for my ability to work well under pressure, adapt to new technologies, and deliver exceptional results."

Employment History

IT Instructor, Electrotechnical School "Mihajlo Pupin", Priština

January 2008 — Present

- Design and deliver lectures, hands-on instruction, and lab exercises for a range of Cisco courses, including CCNA, CCNP, and CCIE
- Provide support and guidance to students as they learn new concepts and technologies
- Assess student progress and provide regular feedback to help students stay on track and achieve their learning goals
- Collaborate with other instructors and staff to ensure that the training center runs smoothly and meets the needs of all students
- Maintain accurate records of student progress and attendance, and provide regular reports to management on the progress of the training program
- Achieved a 95% pass rate on certification exams for students in the CCNA course, as measured by regularly administered exams

Cisco IoT Instructor, NGO Europe Center For Minority Issues Kosovo, Gnjilane

April 2022 — May 2022

- Certified Cisco InstructorDesign and deliver lectures, hands-on instruction, and lab exercises for the Cisco IoT course
- Provide support and guidance to students as they learn new concepts and technologies related to IoT

- Assess student progress and provide regular feedback to help students stay on track and achieve their learning goals
- Collaborate with other instructors and staff to ensure that the training center runs smoothly and meets the needs of all students
- Maintain accurate records of student progress and attendance, and provide regular reports to management on the progress of the training program
- Achieved a 90% pass rate on certification exams for students in the IoT course, as measured by regularly administered exam

Cisco IT Essential Instructor, American University in Kosovo, Priština

May 2022 — July 2022

- Design and deliver lectures, hands-on instruction, and lab exercises for the Cisco IT Essential course
- Provide support and guidance to students as they learn new concepts and technologies related to IT essentials
- Assess student progress and provide regular feedback to help students stay on track and achieve their learning goals
- Collaborate with other instructors and staff to ensure that the training center runs smoothly and meets the needs of all students
- Maintain accurate records of student progress and attendance, and provide regular reports to management on the progress of the training program
- Achieved a 95% pass rate on certification exams for students in the IT Essential course, as measured by regularly administered exams

Develop Online Catalog, NGO Avenija Udrženje Žena, Priština

December 2021 — August 2022

- Collaborated with a team of designers and marketers to create a visually appealing and user-friendly online catalog
- Gathered and organized product information, including photos, descriptions, pricing, and availability
- Worked with product suppliers to ensure that all product information was accurate and up-to-date
- Used web design and content management tools to create and update the online catalog
- Promoted the online catalog through social media and other marketing channels
- Analyzed website traffic and customer feedback to make improvements to the online catalog
- Increased website traffic by 50%, as measured by Google Analytics, by implementing a social media marketing campaign

Web developer, NGO Forum For Development and Multiethnic Collaboration, Priština

December 2020 — December 2021

- Created a WordPress website for buying handmade crafts online, including an online catalog feature
- Worked with a team of designers and marketers to create a visually appealing and user-friendly website
- Gathered and organized product information, including photos, descriptions, pricing, and availability
- Worked with craftspeople to ensure that all product information was accurate and up-to-date
- Implemented an online payment system to enable customers to purchase products securely
- Promoted the website through social media and other marketing channels

- Collaborated with UNICEF to support their mission and donate a portion of profits to their cause
- Increased website traffic by 75%, as measured by Google Analytics, by implementing a social media marketing campaign
- Donated \$1,000 to UNICEF, as a result of increased sales on the website

Web Developer, NGO Civic Energy Center, Priština

January 2020 — December 2020

Created a WordPress website for booking meeting rooms, including an online booking system and calendar feature

- Worked with a team of designers and developers to create a visually appealing and user-friendly website
- Implemented an online payment system to enable clients to pay for meeting room rentals
- Collaborated with NGO partners to offer discounted rates for meeting room rentals
- Promoted the website through social media and other marketing channels
- Analyzed website traffic and customer feedback to make improvements to the website
- Increased website traffic by 50%, as measured by Google Analytics, by implementing a social media marketing campaign
- Achieved a 90% customer satisfaction rating, as measured by regular surveys

3D modeling , NGO Gračanica Innovation Center, Gračanica

December 2019 — January 2020

- Worked with a team of volunteers to coordinate the creation of medical visors for donation during the COVID-19 pandemic
- Collaborated with hospitals and medical facilities to identify their needs and secure medical visors for donation
- Worked with government agencies to facilitate the process of obtaining medical visors
- Promoted the program through social media and other marketing channels to recruit additional volunteers
- Assisted with the logistical planning and coordination of medical visors deliveries to hospitals and medical facilities
- Achieved a 100% success rate in securing medical visas for donation
- Donated over 1,000 medical visors to hospitals and medical facilities, helping to save lives during the pandemic

IT Technician , Smart-computer , Gračanica

March 2006 — December 2007

- Installed and configured hardware and software for clients
- Provided technical support and troubleshooting assistance to clients as needed
- Assisted with the maintenance and repair of hardware and software systems
- Created technical documentation and procedures for clients
- Improved efficiency of technical support processes by streamlining support documentation and implementing a new ticketing system, resulting in a 20% reduction in resolution times
- Achieved a 95% customer satisfaction rating, as measured by regular surveys

IT Technician , SMART-ELECTRONICS, Gračanica

March 2004 — December 2006

- Installed and configured hardware and software for clients, including routers, modems, and networking equipment

- Provided technical support and troubleshooting assistance to clients as needed, including resolving connectivity issues and configuring devices
- Assisted with the maintenance and repair of hardware and software systems
- Worked with clients to understand their technical needs and provide solutions to meet their goals
- Improved efficiency of technical support processes by streamlining support documentation and implementing a new ticketing system, resulting in a 20% reduction in resolution times
- Achieved a 98% customer satisfaction rating, as measured by regular surveys

Education

Diploma, Primary School, Priština

September 1994 — July 2002

Diploma of completing Primary School

Diploma, Electrotechnical School, Priština

September 2002 — July 2006

Diploma of Computer Engineer

Bachelor of Technology, University of Priština, Kosovska Mitrovica

October 2006 — October 2012

- Major in Subject Computer networks
- Related Projects Network Address Translation,
- UML diagram for ATM, Airline ticket reservation database
- Continuing Education in networks developing

Master Degree, University of Priština

October 2015 — July 2016

- Completed continuing education in Subject E-learning platform
- Major in Subject Moodle E-learning Platforms
- Research on the comparison between traditional/e Learning

Links

[LinkedIn](#)

Skills

Ability to Work in a Team

Ability to Multitask

Computer Skills

Computer Hardware

Active Directory

Communication Skills

Computer Networking

Hobbies

Programming: Keeping up with the latest programming languages and frameworks can be a great way for IT technicians to stay up to date on the latest technologies and techniques.

Networking: Understanding how networks work and staying up to date on the latest networking technologies can be helpful for IT technicians working with network infrastructure.

Cybersecurity: As cyber threats continue to evolve, it can be helpful for IT technicians to stay up to date on the latest cybersecurity practices and technologies.

Hardware repair and maintenance: Understanding how to diagnose and fix hardware issues can be a valuable skill for IT technicians working with computer systems and devices.

Cloud computing: As more and more organizations move to the cloud, understanding cloud technologies and best practices can be a useful hobby for IT technicians.

Data analysis and visualization: Understanding how to work with data and visualize it effectively can be a useful skill for IT technicians working with data-driven systems.

Project management: Developing project management skills can be helpful for IT technicians working on complex projects with multiple stakeholders.

Languages

English



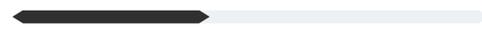
Albanian



Serbian



German



Courses

Instructor Active Participation, Cisco 2022

January 2022 — December 2022

Instructor Professional Development, Cisco IPD 2022

May 2022 — May 2022

Instructor Professional Development, Cisco IPD 2019

September 2019 — September 2019

Instructor Professional Development, Cisco IPD 2019

September 2019 — October 2019

Instructor Professional Development, Cisco IPD 2018

November 2018 — November 2018

Instructor Professional Development, Cisco IPD 2018

November 2018 — December 2018

Award Year, Cisco 2018

January 2018 — December 2018

Instructor Professional Development, Cisco IPD 2017

November 2017 — December 2017

IT Essentials, Cisco

February 2016 — October 2016

Academy Orientation, Cisco

November 2016 — December 2016

Academy Orientation, Cisco

June 2019 — July 2018

CCNA Routing and Switching: Introduction to Network, The Open University - United Kingdom

September 2018 — June 2019

NDG Linux Unhatched, NDG

September 2018 — July 2019

CCNA Routing and Switching: Routing and Switching Essentials, The Open University - United Kingdom

October 2019 — January 2020

CCNA Cybersecurity Operations, The Open University - United Kingdom

October 2019 — January 2020

CCNA Security, The Open University - United Kingdom

September 2019 — August 2020

WordPress Design and Security, Albanian Cyber Association - Supported by U.S. Embassy

January 2022 — December 2022

Offensive Cyber Security Techniques - Ethical Hacker, WEglobal funded by the Europe Union

May 2021 — February 2022

Java Programming, Oracle Acadmey

September 2017 — April 2018

Development of digital solutions for publics institutions , ODK, unicef, Austrian Development Cooperation

July 2018 — November 2018

Youth Digital Entrepreneurship Acadmey , ECMI & UNMIK Kosovo

May 2022 — June 2022

References

References available upon request