



Stefan RAŠULA

SENIOR HELP DESK SPECIALIST LEVEL 2

PROFILE

As an organised and highly creative individual. I love the challenges of working within a dynamic and fast paced working environment. The knowledge gained from my corporate experience within NCR company has shaped my ability to adapt quickly, work efficiently, think creatively and work effectively as part of a team or on my own.

CONTACT

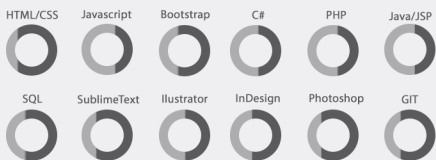
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Email

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URL

SKILLS



EMPLOYMENT

NCR | HELP DESK

AUGUST 2014 - PRESENT

Problem identification, analysis, diagnosis and resolution. Access software updates, drivers, knowledge bases, and FAQ's resources on the Intranet to assist with end users issues

- Provide remote troubleshooting and analysis assistance for installation (or reinstallation)
- Track, route and redirect problems to correct resources
- Ensure proper recording, documentation and closure.

Recommended procedure modifications or improvements

- Recommends means for product or system improvements including procedural steps, increased training, and enhanced documentation
- Effectively communicate the ideas, expectations, and goals while working with and through others to achieve desired result.
- Identify known defects and fixes to resolve problems
- Provide assistance with questions regarding product documentation related to the supported products

FREELANCE | magicbook.rs

DEC 2015

Created website using modern and latest technology HTML&CSS3 using Bootstrap 3 framework, optimized for desktop, mobile and tablet devices

VOLUNTEER WORK

MAY 2014 - SEP 2014

Adapting Java program for reading old documents and news papers in digital form for our Sveztoza Marković Library located in Belgrade that was donation from Luxembourg's library.

UNIVERSITY | INTERNSHIP

JAN 2014 - APRIL 2014

I was helping main system administrator on the University by maintaining workstation on daily basis. Also I was involved in web development and typography regarding their new website.

EDUCATION

BASc, INFORMATION TECHNOLOGY

2010 - 2014

Course: New Information Technology

Final Year Project & Disertation: Created E-Commerce website for selling computer equipment using PHP Laravel framework, SQL and Bootstrap 3. Also created payment system over website using PayPal.

FACULTY OF SCIENCE

2007 - 2009

Course: Computers and informatics but after 2 years transferred to School of Electrical Engineering and Computer Science Applied Studies

1st BELGRADE GYMANSIUM

2003 - 2007

Course: Science and mathematics department

HOBBIES

