
NEMANJA DJURIC

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Profile

I am a creative multi-lingual professional with over 15 years of experience in the IT sector; focused on the development, implementation and administration of complex systems and technical platforms. I am seeking a full-time position, where I can apply my knowledge and skills for continuous improvement.

Experience

System Administrator, MageMojo; Pittsburgh, PA — 2016 — Current

Responsible for provisioning servers and assisting clients with migrations. Troubleshooting issues with Magneto e-commerce stores. Use of Linux, Bash and MySQL CLI. Reviewing system activity and configuration for the sake of diagnosing and/or resolving performance issues. Support issues for DNS configuration, general cPanel / MHM troubleshooting, in addition to email (EXIM, Dovecot). Patching/ Debugging Magento scripts. Troubleshooting Malware/Compromised sites. Installing/Configuration of Load Balancers such as Nginx, HA Proxy and etc.

Level 2 Support Technician, A Small Orange; Austin, TX — 2014—2016

A member of Tier 2 technical support team which covers other brands A Small Orange, HostNine, Cirtex, SEO Hosting, SEO Web Hosting as well as Arvix (member of Endurance International Group). Also, when needed I assisted with abuse tech tasks like SPAM investigations and abatement, Investigating violations of Acceptable Usage Policy- Notifying customers and assisting with compliance. cPanel, WHM, WHMCS, Kayako, LiveChat, Apache, ModSecurity, Nginx, Passenger, SSL Certificates, PHP, EasyApache, MySQL, MariaDB, phpMyAdmin, MyDNS, BIND, CloudFlare, Nagios, Munin, Exim, Dovecot, SpamAssassin, MailChannels, R1Soft, CodeGuard, SSH, Cron, cPanel migrations, FTP, APF, CSF, WordPress, Softaculous, Weebly, SiteLock, OnApp, Virtuozzo and various script debugging and troubleshooting.

Freelancer — 2012—2014

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IT Linux/Windows Administrator, prodavnica.biz

ProdHosting Internet Services (Level 2 administrator), prodhosting.net;

Belgrade — 2012—2014

Clients were assisted with hosting inquiries of both technical and billing nature through live chat support, phone calls, or tickets. I operated out of the chat system, having anywhere from three to eight chats simultaneously.

- Technical support was provided for multi-tenant and single-tenant CentOS servers with front-end management systems such as cPanel, Plesk, and Virtuozzo / OpenVZ systems.

- Support issues as a regarded domain registration and transfers, DNS configuration, billing inquiries, general cPanel / LAMP troubleshooting, in addition to email (EXIM, Dovecot). Additionally, a major role in this position required being an informant to customers about any service outages or interruptions. As a System Administrator I helped my coworkers internally assisting with issues that required root access or higher-level technical skill. I was not only used as an escalation point for technical problems - quite often I took ownership of chats in attempts to de-escalate frustrated or discontent clients.

- Use of Bash and MySQL CLI during troubleshooting was common. Understanding of Linux web servers was required to review system activity and configuration for the sake of diagnosing and/or resolving performance issues.

- I rose beyond scope of support to assist with front-end installations, coding, design and development issues that clients had. This involved PHP-based content management systems, including but not limited to WordPress, Joomla, Magento, WHMCS, Prestashop, ZenCart, vBulletin, and OpenCart.

Entrepreneur, Arkade Shop 84; Zemun — 2012—2012

Owned and operated my own business.

Coordinator, IT Linux and Windows administrator,

SZTR “Arkade”; Zemun — 2001—2010

Database Progress RDBMS, Unixware, Networks, Installations, POS Equipment, retail cash registers. As Application Administrator I was critical to keeping the applications this organization relies on running. Mostly I worked on installing, updating, tuning, diagnosing, and watching both internal and third-party applications. Since the company was retail, wholesale and in export-import business I managed to extend CRM, HR and BPM processes and implement new features such as inventory control, employee time tracking, production control and etc. Application was terminal based at that time, so I managed to connect Windows as client app to it.

Education

Nova International High School, Skopje, Macedonia - Diploma, Diplomatic Negotiations 1999 - 2001

First May Mechanical School - Belgrade, Serbia - Diploma, Computer Engineering 1997 - 2001

University of Novi Sad Trade & International Business - Novi Sad, Serbia - Bachelor's, Economics 2002 - 2006

University of Novi Sad Economic Academy, Managers of Small and Medium Enterprises - Novi Sad, Serbia - Graduate, Economist (2006 – 2008)

Skills

Linux Administrator System (Level 2) Leading through 1000 servers (WebHosting, VPN, Audio Streaming and Game) in three different data centers (Remotely) Leading installation Patching. Monitoring 24 hours a day! Backups, Relapse data Risk migration, Troubleshooting and various modifications as needed (adjustment system client request) Migration of new customers to existing servers or new servers. Analysis of the performance of servers with graphical representations of system (Munin, NODEX, Nagios)

Networking: TCP/IP, IPX/SPX, Ethernet, Frame Relay, X25, ISDN, Wireless (sve), environment, VPN (PPTP, Ipsec), NAT, Routing, SNMP, POP3, SMTP, HTTP, FTP, SSH, Webcache (Squid, Proxy), Apache, WebHosting.

Software: Linux (Centos, Redhat, Fedora, Debian, UNIX), MS Windows (systems and local desktop), HP-UX, RDBMS, Oracle, MySQL, Scripting, C (ANSI), Perl (basic knowledge), Java, SQL, HTML.

Hardware: X86 Servers and Workstations (Dell, IBM, HP/Compaq), Router various versions, Switches.

I also speak and write fluent Serbian and English, as well as basic German and French.
