**Curriculum Vitae**



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| **Name:** | Saša Pešić |
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# Education:

* Gymnasium diploma, Gymnasium "Svetozar Marković" - Niš
* Bachelor in Computer Science, Faculty of Electronic Engineering, University of Niš

# Skills:

## Languages:

* Serbian - native
* English - advanced

## Computers:

* Programming (C#, C, ASP, PHP, Python, Perl, Java…) – intermediate
* SQL (multiple DB engines) – advanced
* Different testing frameworks (Selenium, NUnit, JUnit…) – advanced
* Virtualization (VMWare, VM Box, Openstack…) – advanced
* Web servers (Apache, IIS…) – advanced
* Mail servers (Postfix, Dovecot…) – advanced

## Misc:

* Driving license (Category B)

# Working Experience:

* Atomia AB
	+ IT Support and QA Manager (September 2016 - present)
		- Manage day-to-day operations of a Support and QA teams
		- Develop and maintain testing strategies and review test plans
		- Ensure all QA tasks are prioritized properly and completed in time
		- Ensure all support functions are performed and delivered effectively and consistently
		- Act as an escalation point for all help desk requests and incidents
		- Research, test, evaluate, and recommend appropriate changes to meet current and future business needs
		- Provide leadership for the IT Support and QA teams, including articulation of strategy, setting goals/objectives, communication and creation of a positive business environment, support, motivation, and disciplinary actions as needed in accordance with company guidelines
		- Assisting HR with recruiting for IT Support and QA departments
		- Train, coach/mentor, and manage all staff under my leadership in regards to goals and benchmark setting, employee development, communication and leadership growth
		- Coordinate with other departments within the company
	+ IT Support technician (June 2013 – September 2016)
		- Solve incoming help requests from end users via both telephone and email in a courteous manner
		- Prioritize and schedule problems. Escalate problems (when required)
		- Develop help sheets and knowledge base articles for end users
		- Problem troubleshooting
		- Perform hands-on fixes, including installing and upgrading software, implementing file backups, and configuring systems and applications
		- Perform post-resolution follow-ups to help requests
* Troxo D.O.O. (October 2008 - June 2013)
	+ Quality assurance engineer
		- Develop detailed, structured and complete test documentation
		- Develop a test plan, test Strategy, detailed test cases and test scripts
		- Perform comprehensive functional, integration, system and performance testing
		- Maintain test environment
	+ Developer
		- VM Backup – Created tool for backing up VM Ware virtual machines in configurable time intervals. It was built in Ubuntu bash script language.
		- IIS Module – Part of the Atomia cloud hosting pack. Module was written in C# with usage of Microsoft.Web.Administration namespace

# Personality:

 I'm persistent, hardworking and responsible person with good communication and analytic skills. Ready to learn continuously.