**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.