

Vladimir Jovanovski

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Professional Summary

Ambitious and solution-oriented with excellent communication skills, committed to providing high-quality technical support and assistance, and meeting deadlines on time. Seeking international job experience that would fulfill my desire for indulging in IT further as well as to enhance my competitiveness and professional development.

Work Experience

SAP & IT Support Analyst

Indaver Group - Skopje, North Macedonia

April 2024 - June 2025

Responsible for the 1st line support for IT and business applications related questions for end-users in various countries (BE, NL, DE, PT, ES, IT, EN, IE).

- Handle support requests from end users via ServiceNow, email/chat, and phone, ensuring timely and effective resolution.
- Perform daily checks on critical SAP processes, taking appropriate action to maintain system integrity.
- Diagnose and resolve issues by accurately identifying root causes and implementing suitable solutions.
- Manage user accounts and permissions in SAP IDM and company's proprietary web applications, ensuring secure and efficient access.
- Escalate complex problems to 2nd line support, ensuring accurate and timely handover.
- Follow up with customers and 2nd line support to confirm issue resolution and maintain high customer satisfaction.
- Participate in testing new developments and improvements to existing workflows, contributing to continuous improvement.
- Creating knowledge base articles about issues and their resolutions, enhancing the library for future reference.

IT Support Specialist

Arhs Developments Hellas - Athens, Greece

Feb 2022 - May 2023

Providing IT Support for [Coca-Cola HBC](#) employees in North Macedonia, Serbia, Montenegro, Kosovo, Croatia, and Bosnia and Herzegovina:

- Respond to end-user inquiries via phone, email, and Teams messages, ensuring prompt and effective support.
- Diagnose and resolve IT issues with equipment and applications, providing efficient solutions for end-users.
- Address end-user needs strategically, considering business requirements and organizational hierarchy.
- Participate in ICT projects, delivering new functionalities and improvements to end-users.
- Resolve minor issues quickly and establish timelines and protocols for more complex problems.
- Communicate effectively with Level 2 support to enhance problem-solving efficiency.
- Collaborate with Service Desk Analysts to balance creative and technical solutions.
- Maintain and update KB documentation, ensuring accurate and current information.
- Monitor and analyze users and devices using Intune for optimal performance.
- Provide general SAP support, including user maintenance, printer redirection, UI setup, and access troubleshooting.

IT Support Provider and Translator

Contract based with National Museum of Kumanovo and local SMEs

Feb 2015 – Dec 2021

- Install hardware and software
- Managing groups and users accounts in Active Directory
- Microsoft 365 (creating mailboxes, distribution lists, delegations)
- Troubleshooting and updating drivers
- Set up and configure peripherals (printers, projectors, speakers)
- Using apps for remote access (TeamViewer, Remote Desktop, AnyDesk, LogMeIn)

Certifications:

[AWS Solutions Architect Associate](#)

- Practicing in my own AWS account [Github](#)

[English Composition I](#)

Waiter

Restaurants in Kotor, Montenegro and Ohrid, North Macedonia

June - Oct 2013/14/15/16/17/21/23

- I could practice and excel the customer service attitude, and a chance to work with people coming from all over the world. I nurtured a high customer-oriented spirit and was dedicated to their satisfaction.

Education

Oct 2016 – Sep 2019 BA Turkish Language and Literature

University of Sarajevo – Sarajevo, Bosnia and Herzegovina

Oct 2008 – April 2013 BA Archaeology

Ss. Cyril and Methodius University – Skopje, Republic of Macedonia