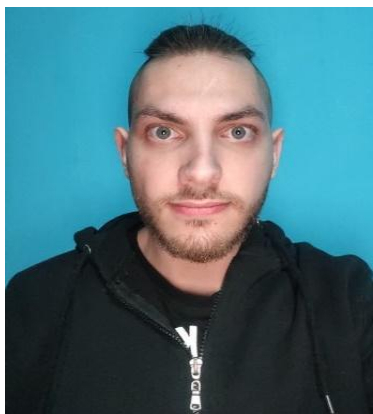


## PERSONAL INFORMATION

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# Dalibor Jovanovic

Residence: Sovizzo – 36050 (VI) - Italy

Date of Birth: 15 / 12 / 97

Telephone Number: +393478579702

E-Mail: 9dali7@proton.me

Nationality: Italian

Link: <https://cv.dalijovanovic.com/?lang=en>

## PROFILE

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I am a very curious, enterprising and motivated especially regarding the world of computer science. I have a passion for computer servers from practically always; are able to configure web servers (Apache), nas server (OpenMediaVault or TrueNas), small clusters (Proxmox and TrueNas), use mainly Linux and BSD systems because I like experimenting with new things. I have five-year experience as IT technician, System Administrator and Help Desk Technician as a job and a personal passion.

## EDUCATION AND TRAINING

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September 2012 – November 2015 **Qualification:** Graphic Designer

**Institute:** Patronato Leone XIII

**Rating:** 85/100

## LANGUAGES

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**Italian** Native Speaker

**Serbian** Native Speaker

**English** Advanced Level

**Croatian** Advanced Level

**Bosnian** Advanced Level

## SKILLS

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|                               |                |
|-------------------------------|----------------|
| Hardware Installation         | Advanced Level |
| Software Configuration        | Advanced Level |
| Linux Systems                 | Advanced Level |
| Windows Systems               | Advanced Level |
| Windows Server                | Advanced Level |
| Active Directory              | Advanced Level |
| M365 / Azure Active Directory | Advanced Level |
| Networking                    | Medium Level   |
| VMWare vCenter                | Medium Level   |
| VMWare vSphere                | Medium Level   |
| NetApp                        | Medium Level   |
| Linux Bash                    | Medium Level   |
| Windows PowerShell            | Medium Level   |
| Microsoft Office              | Medium Level   |
| Proxmox                       | Medium Level   |
| TrueNas                       | Medium Level   |
| Linguaggio Python             | Basic Level    |
| Docker                        | Basic Level    |

## WORK EXPERIENCE

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### September 2022 – Active L'Inglesina Baby SpA

Role: System Administrator, Help Desk

Duties: User management through Active Directory (Local Windows Server and synchronization with Azure AD), such as creating new users or resetting passwords for existing ones. GPO management also via Active Directory.

Administration of the M365 environment, including Microsoft Teams groups and security. Network infrastructure management, such as switch configuration (deployment of new network devices, VLANs). Monitoring of the entire Datacenter and Network infrastructure through a Zabbix monitoring system integrated by me, along with a series of Python scripts I developed to monitor critical basic alerts such as CPU, RAM, Disk, and Server response, or if network devices unexpectedly become inactive, with email alerts being sent. Network monitoring via Watchguard firewalls with daily reports. Endpoint security monitoring through the Sophos XDR dashboard (centralized antivirus). File permission management through file servers (NetApp) or user group membership

management (A.D.). VPN access management for external users. Continuous monitoring and updates to ensure the proper functioning of Windows Servers (ERP, Active Directory, Print Server) and Linux Servers (Web, corporate assets, Vulnerability Scanner).

Resolving user issues based on requests received via email or phone.

**March 2021 – March 2022 Tecnomanie S. R. L. S.**

Role: IT Technician, Help Desk

Duties: I primarily worked as an IT technician, handling the configuration and repair of IT devices such as computers (Notebooks, Personal Computers, Macs, MacBooks, iPads), including updates, operating system configuration, and hardware replacement/upgrades (Batteries, HDDs, SSDs, RAM, Displays). I managed the configuration or assembly of workstations and servers for external clients (small/medium businesses) in the area, such as configuring File Servers (TrueNAS or via the SMB protocol directly on Linux using shared folders), Firewalls (mainly Zyxel), and Active Directory on Windows Servers. I also handled the setup of network devices such as Switches (managed and unmanaged), Wireless Access Points (WAP), and cabling.

**October 2020 – March 2021 Elettrocasa S. R. L.**

Role: IT Technician

Duties: I managed and maintained the network infrastructure and client systems of the retail store, consisting of 20–25 computers, a network rack, and an Active Directory server. I was also responsible for repairing devices such as notebooks, personal computers, and tablets/iPads brought in for service.

**October 2020 – March 2021 Schiavotto S. R. L.**

Role: IT Technician

Duties: I managed and maintained the network infrastructure and client systems of three retail stores interconnected via VPN. I was responsible for user management through Active Directory as well as the overall network infrastructure of the stores.

I authorize the processing of my personal data on the CV pursuant to Legislative Decree 30 June 2003, n. 196 "Code on the protection of personal data" and art. 13 of the GDPR (EU Regulation 2016/679).

Jovanović Bilbor