ANDREJ JORDANOSKI

PERSONAL DETAILS

Vladimir Komarov 12/4-16, 1000 Skopje
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Date of birth: August 15, 1991
Driver's license: B
Gender: Male
Website: jordanoski.com

EDUCATION

Medical assistant   Sep 2006 - May 2010
SOU Gjorce Petrov, Prilep

Academy for Network and System Administrator   Oct 2015 - Jun 2016
SEDC, Seavus Educational & Development Center
Courses:
1. Cisco IT Essentials
2. CompTIA Network +
3. Linux Basic
4. Configuring, Managing and Maintaining Windows 10
5. CCNA ICND1
6. 20410B: Installing and Configuring Windows Server 2012
7. 20411B: Administering Windows Server 2012

CERTIFICATES

Installing and Configuring Windows Server 2012 Microsoft   Sep 2016
https://mcp.microsoft.com/Anonymous/Transcript/Validate

Credential ID Transcript ID:1197379 and Access Code:22591159

EMPLOYMENT

Senior Technical Support   Feb 2023 - Present
Hornetsecurity, Skopje, Macedonia
- Review escalations before approving for Development and provide further troubleshooting steps for T1 when rejecting
- Manage escalated tickets & incidents and liaise with the PDC team to work towards finding and releasing solutions
- Taking ownership of and following up on Negative CSat feedback tickets
- Manage Knowledge Base content (internal and external)
- Provide feedback to management regarding the team to improve our skillset & workflow/procedures

Tech Support Shift Leader

Oct 2019 - Feb 2023

Hornetsecurity, Skopje, Macedonia

- Provide feedback to management regarding the team
- Mentor team through creating high-quality escalations and handovers
- Ensuring the cases are maintained to a high standard & assign/re-assign tickets to active staff to ensure they are handled in a timely fashion
- Handover
- Ensure team availability
- First line of escalation to handle high-temperature customers & critical issues
- Help team members with difficult cases before escalation

Technical Support

May 2018 - Sep 2019

Hornetsecurity, Skopje, Macedonia

- Technical Support on Altaro VM Backup solution
- Providing technical assistance on Hyper-V & VMware virtual machine backup strategy, disaster recovery, solution implementation and troubleshooting
- Facing different environments, systems and network administrations every day, ability to adapt quickly and find the fault/solution in a timely manner
- Troubleshooting Windows Server 2012/2016, VSS, network/firewall issues
- Work along with the Devs about issues/bugs and improvement
- Providing assistance through e-mail cases, calls and remote sessions
- Ensure the client will have excellent technical support experience

Support Engineer L1

Dec 2017 - Apr 2018

Virtual1, Skopje, Macedonia

- Working with Juniper SRX/MX/EX equipment
- Monitor and repair network faults and provide support and other network services
- Ensure customer is provided with excellent technical support for all active services
- Manage cases relating to network faults and alarms to meet the SLA commitments to Partners
- Work together with various global Service Providers to ensure service stability and performance
- Work with carrier partners and suppliers to define efficient methods for identifying and resolving faults over the services Virtual1 takes from them
- Refer faults to upstream global Service Providers and chase them effectively to ensure satisfactory outcome in shortest timescale possible

Junior Network & System Administrator

Sep 2016 - Dec 2017

Mozzart bet, Skopje, Macedonia

- Configuring and Tshoot Routing, Switching
- Troubleshoot networks to ensure security and availability
- Monitoring and maintenance all core and remote network elements, (Switches, Routers,Firewalls, Servers, etc)
- Ensure network connectivity throughout a company's LAN/WAN infrastructure
- Administer Active Directory, Group Policy, servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches
- Configuring and Tshoot Cisco and Mikrotik equipment (MT 1100 AH, MT CCR Series, MT 493, cisco 295x)
- Working with UniFi Wireless controller and Access Points
- Experience with Mikrotik's Dude monitoring for remote branches
- Working with Cacti, Nagios, Solar winds, Monitoring
- Communication with T-Home operators, and follow developments, and current offers
- Help desk
- Working in JIRA Project management

LANGUAGES

English

Macedonian

Serbo-Croatian

QUALITIES

- Ability to work under pressure, managing skills, self-motivated person, responsible and stable personality, professionalism, communicative, loyal, team player, adaptability, accurate, broad-minded, flexible.