



# ANDREJ JORDANOSKI

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## SKILLS

Technical Support

Escalation Management

Troubleshooting

Mentoring

Networking

Virtualization

Windows Server

AWS Cloud Computing

Linux

## TOOLS

■ PowerShell, CMD, Wireshark, Postman, Putty, AWS, SQLite DB, RMM, VPN, Hyper-V/VMware, JUNOS, RouterOS, IOS shell

## LANGUAGES

English

Macedonian

## CERTIFICATES

■ 20410B Installing and Configuring Windows Server 2012  
Microsoft  
Credential ID: 1197379  
Access Code: 22591159

## EDUCATION

**Academy for Network and System Administrator** Oct 2015 – Jun 2016  
SEDC, Seavus Educational & Development Center, Skopje, North Macedonia  
Cisco IT Essentials, CompTIA Network+, Linux Basic, Configuring, CCNA, 20410B: Installing and Configuring Windows Server 2012; 20411B: Administering Windows Server 2012

**High School – Medical assistant** Sep 2006 – May 2010  
SOU Gjorce Petrov, Prilep, North Macedonia

## EMPLOYMENT

**SENIOR TECHNICAL SUPPORT** Feb 2023 – Present  
Hornetsecurity, Skopje

- 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

**TECHNICAL SUPPORT SHIFT LEADER** Oct 2019 – Feb 2023  
Hornetsecurity, Skopje

- 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 T1** May 2018 – Sep 2019  
Hornetsecurity, Skopje

- 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, the ability to adapt quickly and find the fault/solution in a timely manner
- Troubleshooting Windows Server 2012/2016, VSS, network/firewall issues
- Providing assistance through e-mail cases, calls, and remote sessions
- Ensure the client will have an excellent technical support experience

**NETWORK SUPPORT T1** Dec 2017 – Apr 2018  
Virtuall, Skopje

- Managed and troubleshot Juniper SRX/MX/EX network equipment.
- Monitored network faults and ensured SLA compliance for partners.
- Coordinated with global service providers to maintain service stability and performance.
- Escalated and resolved upstream network issues efficiently to minimize downtime.

**JUNIOR NETWORK & SYSTEM ADMINISTRATOR** Sep 2016 – Dec 2017  
Mozzart bet, Skopje

- Configured and troubleshot Cisco and Mikrotik routers, switches, and firewalls.
- Monitored and maintained LAN/WAN infrastructure and remote branches.
- Administered Active Directory, Group Policy, and server environments.
- Managed network monitoring tools (Cacti, Nagios, Dude).
- Collaborated with telecom providers to ensure stable network connectivity.