NIKOLA MITRESKI

PERSONAL DETAILS

Driver's license: B-category
LinkedIn: linkedin.com/in/nikola-m-62aaa865

SUMMARY OF QUALIFICATIONS

Bringing over 15 years of cross-platform systems administration experience, I have a proven track record in analyzing, designing, installing, and maintaining hardware, software, peripherals, and networks. My adept troubleshooting skills extend to migrations, network connectivity, and virtualization, ensuring seamless operations.

I thrive on building strong relationships. Whether it's with my co-workers, management, or end users, I believe in fostering an environment of collaboration and mutual respect. This of course comes very helpfull with my current position as a technical support team lead, where I lead team of technical support professionals, guiding them to deliver top-notch assistance.

As a proactive and innovative individual, I thrive in taking initiative and require minimal direction once tasks are assigned. With excellent communication and problem-solving abilities, I am well-equipped to drive success in any technical environment.

WORK EXPERIENCE

Technical Support Team Lead   March 2022 - Present
Hornetsecurity
- Currently leading a team of technical support specialists, providing exceptional customer service and ensuring team availability.
- Driving team performance through monitoring of KPIs such as customer satisfaction, service level agreements, and availability.
- Continuously coaching, training, and managing the skillset of new and existing team members to drive their success and ensure the highest level of customer support.
- Maintaining a well-lubricated and happy team through ongoing one-on-one meetings and performance evaluations.
- Facilitating team member skill progression and yearly performance evaluations to drive their career growth.
- Managing minimum staffing levels, reviewing leave requests, and providing feedback to management to continuously improve team skills and procedures.

Senior (T2) Technical Support Engineer   March 2021 - March 2022
Hornetsecurity
- Review escalations before approving for Development
- Mentor and train technical support staff on technical and procedural matters
- Monitor and log all client communications, processing requests, and documenting changes
- Test and develop resolution plans for technical problems and communicating needs to customers and supervisors

- Ensuring the tickets are maintained to a high standard
- Provide feedback to management regarding the team

Technical Support Shift Leader   October 2019 - March 2021
Altaro Software

- 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
- Ensure team availability
- First line of escalation to handle high-temperature customers & critical issues
- Mentor team through creating high-quality escalations and handovers
- Help team members with difficult cases prior to escalation
- Provide feedback to management regarding the team

Techical Support Engineer   01.02.2018 - 01.10.2019
Altaro Software
Responsibilities:

- Dealing with incoming incidents via email, phone, live chat and remote sessions.
- Ability to adapt quickly and find the issue/solution in timely manner.
- Researching and troubleshooting customer problems and inquiries in relation to Altaro VM Backup and Replication (Networking , VMware vSphere, Hyper-V, Windows Server, VSS, SAN, NAS).
- Proactively staying up to date with all the latest technologies concerning Altaro's products and the underlying technologies.
- Updating assigned cases in a timely manner.
- Helping Sales team with technical questions during meetings.
- Fortify client relationships focused on 100% customer satisfaction and excellent communication.
- Document all customer interactions (emails, calls, etc.) accurately and within SLA in our CRM tool.
- Ensure proper and consistent communication of issue status to customers, sales representatives and senior engineers.
- Perform troubleshooting and analysis, including log file advanced investigation.
- Troubleshooting support requests, including running tests, adjusting configuration of supported products or underlying systems, installing updates and patches.
- Interacting with QA and development team regarding reporting issues/bugs and working on improvement of the software.
- Configuring product in the customer's environment, describing product requirements and features.
- Experienced with various technologies including VMware ESXi, vCenter, Hyper-V, Microsoft Office 365, Microsoft operating systems (WS2008, WS2008R2, WS2012, WS2012R2, WS2016, WS2019), Linux-based operating systems, Microsoft products (Exchange, SharePoint, SQL, Active Directory), network-attached storages (Synology, QNAP), Altaro VM Backup (6.x, 7.x, 8.x), and Altaro Office365 Backup.

IT Support Engineer   October 2011 - January 2018
InTec System, Skopje, Macedonia

- Providing professional assistance to internal and external
customers having hardware and software-related problems with their supported server, desktop, laptop or peripherals.
- Preforming day to day support for Fujitsu/IBM products, supporting whole range of storage and servers. Installation, troubleshooting, parts exchanging etc.
- Project installation of new servers with Windows Server OS, configuring the roles on servers depending on their function in infrastructure.
- Experience in troubleshooting and repairing Xerox printers, scanners and multifunction devices.
- Providing technical support for supported servers, desktops, laptops, printers, and
peripherals.
- Correcting hardware problems with supported desktops, laptops and peripherals by coordinating support with OEM vendors.
- Maintaining standard software configurations, including troubleshooting, loading and configuring software images, supported applications and drivers.

- Installing, supporting and troubleshooting approved desktop software.
- Performing planned maintenance, moves, adds and changes.
- Provide support services to employees with technical problems and information
technology issues involving desktop, laptops, PDA or network services from local personnel or from
employees using network remote access (VPN)
- Provide timely resolution of problems or escalation on behalf of the customers to appropriate technical personnel.
- Creating and maintaining images for standard systems.
- Recommending hardware and software solutions, including new acquisitions and upgrades.
- Using skills as a seasoned, experienced professional with a full understanding of industry practices, company policies, and procedures.
- Troubleshooting and resolving internal LAN incidents.
- Providing Case status updates to management and end-users.
- Participating in training programs designed to educate customers about basic and specialized applications.
- Assessing day-to-day activities to minimize customer down-time and ensure customer satisfaction.

Service Engineer   April 2009 - September 2011
ALSA Net, Skopje, Macedonia

- Administering and troubleshooting Windows 2003 server (user accounts, shares & security permissions etc...)
- Installing, configuring, and maintaining network infrastructure, peripherals, cabling, and equipment according to company requirements.
- Designing, implementing, and maintaining enterprise network components in alignment with company strategy.
- Monitoring network components for successful communication and ensuring availability.
- Performing timely analysis for repairs or replacements.
- Configuring and troubleshooting routers (Netgear, Linksys, ZyXEL) and switches.
- Troubleshooting Microsoft Windows and Outlook issues, configuring Outlook accounts, and creating new accounts for users.
- Monitoring network performance and providing network statistics.
- Installing Windows operating systems, device drivers and accompanying software depending on the user needs
- Managing, maintaining and troubleshooting network-related issues, including printers and internet connectivity.

QUALIFICATIONS

- MANAGER INSTITUT - The path to leadership
- Altaro VM Backup Advanced Certification
- IBM - Servicing IBM FlashSystem Highend System Storage 900, v9000
- IBM - Servicing IBM Storwize Midrange System Storage v5000, v7000
- IBM - Servicing IBM Storwize Entry System Storage V3500, V3700
- Konica Minolta OUTWARD - Associate
- Fujitsu Certified PRIMERGY Expert Maintenance Engineer (CPEME)
- Fujitsu Certified PRIMERGY Senior Maintenance Engineer (CPSME)
- Fujitsu Certified PRIMERGY Maintenance Engineer (CPME)
- Fujitsu Certified ETERNUS Maintenance Engineer (CEME)
- Fujitsu Certified Deskbound Maintenance Engineer (CDME)
- Fujitsu Certified Mobile Maintenance Engineer (CMME)
- Microsoft Certified Solutions Associate: Windows 7
- Microsoft Certified IT Professional: Enterprise Desktop Support Technician on Windows 7
- Microsoft Certified Technology Specialist: Windows 7, Configuration
- ZyXEL Certified Network Engineer Security Level 1

- ZyXEL Certified Network Professional in Security Level 1000
- ZyXEL Certified Network Professional in Wireless LAN Level 1000

EDUCATION

Bachelor of Science with Major in IT Management
University American College - Skopje

INTERESTS

Alongside my professional pursuits, I have a keen interest in electronics and occasionally tinker with hardware projects. I find satisfaction in exploring home automation solutions and enjoy experimenting with DIY setups.

Outside of tech, I unwind by immersing myself in movies, music, and books.

Gaming on both PC and PS4 is another hobby I indulge in, finding it a great way to relax and unwind after a busy day. These diverse interests provide a balanced perspective and enrich my life both personally and professionally.