

Aleksandar Nikodinovski

ALEKSANDAR NIKODINOVSKI

IT Operations • System Administration • Networking

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L1 to L3 support and infrastructure in three years, across restaurant POS and cloud mobility platforms. I automate work that is still being done by hand, and document what I build so it survives being handed to someone else. First author on a peer-reviewed paper; finishing a BSc in Information Technology.

EXPERIENCE

Mar – Apr 2026

IT Automation Specialist (Internship) | Menadžment Centar Beograd

📍 Belgrade

Removed roughly a month of manual list-building for the CFO congress: scraped the national registry of Serbian public bodies, resolved organisations to named contacts via the RocketReach API, classified them with Gemini, then wrote results into Excel (openpyxl) and generated org-chart decks with Spire.Presentation, so the team receives finished files rather than exports to clean up. Also handled SEO for mcb-online.rs.

Dec 2024 –
Sep 2025

Team Member > Team Leader, B2C Sales | AIESEC in Serbia

📍 Belgrade

Promoted to lead a 5-person multicultural team selling places on AIESEC's Global Talent and Global Volunteer programmes. Ran international recruitment pipelines and the stakeholder communication around them.

May – Aug 2024

Technical Support Specialist L3 | Orion Innovation

📍 Belgrade

L3 escalation point for a multinational client's cloud mobility platform. Diagnostics and integration work through REST APIs, with a clean SLA record across every ticket assigned to me.

Jun 2023 –
May 2024

Service Desk Agent > Escalation Tech > L2 Technician | NCR Corp. / NCR Voyix

📍 Belgrade

Wendy's RaaS team — end-to-end support for 2000+ restaurant locations across the US & Canada. Three roles in under a year: escalations, root-cause analysis, vendor liaison and knowledge base. Built a virtualised Aloha POS training lab unprompted and broke it deliberately, so new agents could work a file-server failure end to end before meeting one on a live escalation.

SELECTED PROJECTS

- **gpconf.net** — Conference site for MEF's first international scientific conference. Static Astro build; 99/100/100/100 Lighthouse on mobile at 68 KB total page weight, with a dependency-free 5 KB WebGL hero shader and zero layout shift.
- **Beacon** — Incident escalation platform for teams priced out of PagerDuty. Vue on Azure Static Web Apps, 14 Functions endpoints, Cosmos DB, Entra ID auth; severity drives routing to SMS or Twilio voice call. Shipped with a full commercial case. Graded 10/10.
- **Discord on a Cisco desk phone** — Node.js bridge turning a Cisco handset into a Discord client via Cisco XML services. RTP framing and G.711/Opus transcoding written by hand rather than pulled from a library.
- **VoIP Homelab** — Cisco CUCM and Unity Connection with provisioned SIP handsets, Asterisk standing in at the edge for Cisco's own SBC to exercise cross-vendor interoperability.

TECHNICAL SKILLS

SYSTEM ADMIN

Linux / Bash • Linux Server Deployment • Windows Server • Virtualisation

NETWORKING & VOIP

TCP/IP • DNS • DHCP • SIP / IP Telephony • Cisco UCM • Unity Connection • Asterisk

PROGRAMMING

Python • JavaScript / Node.js • C++ • REST APIs

WEB

Astro • Vue • WebGL • Cloudflare Workers / Pages

PLATFORMS & TOOLS

Azure (Static Web Apps, Functions, Cosmos DB, Entra ID) • Git • Jira • ServiceNow • Salesforce

RF & RADIO

HF / VHF / UHF • SDR • Antenna Design

LANGUAGES

Serbian (native) • English (bilingual) • German, Hungarian (basic)

EDUCATION

2022 – 2027

Bachelor's in Information Technology | MEF Faculty

📍 Belgrade

Faculty of Applied Management, Economics and Finance. Graduating as **Engineer of Information Technologies**, 2027.

RECOGNITION

2026

First author — Digital Panopticon: How Remote Work Monitoring Shapes Employee Behavior and Motivation — peer-reviewed, MDPI Businesses 2026, 6(1), 6

2025

1st Place, Case Study Competition — "Improving ESG Performance in MSMEs" — Advise Institute by EnergyNET & University of Novi Sad

2023

3rd Place, Int'l Case Study Competition — University of Maribor, Faculty of Organizational Sciences, Portorož

2026

Class B Amateur Radio License (YU4MKU) — issued by the Republic of Serbia — RATEL