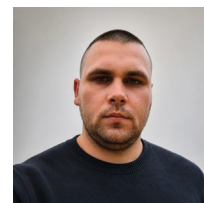


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## PROFESSIONAL PROFILE

Master of IT Engineering (GPA 10.00) with practical experience in VIP technical support, website/CMS administration, WordPress security, digital project coordination and Python-based education in AI and machine learning. Combines strong academic results with hands-on delivery of web projects, learner support and technical troubleshooting. Seeking remote or hybrid roles in Machine Learning/AI application, Customer/Technical Support, Project Coordination, WordPress security & maintenance, or related positions that connect technical skills with clear communication and organization.

## CORE SKILLS

|                                                                                                                                                                             |                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MACHINE LEARNING &amp; AI</b><br>Python, data processing, practical ML/AI tools, NLP basics, teaching applied ML concepts, chatbot development (Master's thesis).        | <b>CUSTOMER &amp; TECHNICAL SUPPORT</b><br>VIP user support, issue triage, troubleshooting, clear communication, escalation, service-focused approach.                |
| <b>PROJECT COORDINATION</b><br>Task organization, scope definition, stakeholder communication, digital project delivery, requirements gathering and continuous improvement. | <b>WEB &amp; WORDPRESS SECURITY</b><br>CMS administration, technical updates, security-minded maintenance, optimization, Elementor, HTML/CSS/JS, responsive delivery. |

## PROFESSIONAL EXPERIENCE

### Founder & Instructor | ToolSpace Online

Remote | March 2023 – August 2026

- Created and delivered project-based learning in Python, AI and web technologies, explaining practical ML/AI concepts and data workflows through hands-on examples.
- Maintained the learning platform, supported learners, managed content and coordinated project operations from idea to delivery and ongoing maintenance.
- Applied WordPress and web security practices while researching tools and improving digital materials and platform reliability.

### Director of Information Engineering | AIBOOST

Digital project leadership | Project-based

- Provided technical direction for digital projects and information-system initiatives, translating business needs into clear scope, priorities and practical delivery.
- Coordinated website development, technical support, maintenance and security improvements across AIBOOST projects.
- Handled troubleshooting, requirements documentation, stakeholder communication and continuous improvement of digital products.

### IT Specialist for VIP Support | NIS

Novi Sad, Serbia | July 2022 – February 2023

- Provided IT support to VIP users, responding to technical requests and helping restore normal operation with clear communication.
- Investigated reported issues, explained solutions and escalated cases when additional support was needed.

- Handled requests with discretion and a strong service-focused approach.

### **Webmaster / Network Engineer | Technical Faculty “Mihajlo Pupin”**

*Zrenjanin, Serbia | May 2022 – November 2022*

- Maintained the faculty website, server and CMS, including content updates, technical improvements and security-related work.
- Troubleshoot website and user issues; supported system and network operations and accessibility improvements.
- Worked with faculty management to gather requirements and deliver updated website versions.

### **Technical Associate for Information Systems | Technical College of Applied Sciences**

*Zrenjanin, Serbia | December 2020 – June 2022*

- Supported information-systems work and day-to-day technical operations in an applied higher-education environment.
- Contributed to resolving technical issues and supporting users and institutional systems.

## **SELECTED DIGITAL PROJECTS**

Portfolio of practical work spanning technical education, website delivery and security-minded maintenance:

- **ToolSpace Online** (toolspaceonline.com) — Python and technology learning resources, practical instruction, platform operations and learner support.
- **DizajnSajta.com** — Website development, WordPress support, technical updates and security-focused maintenance.
- **Perfectly Landing Pages** (perfectlylandingpages.com) — Landing pages and websites focused on usability, messaging, mobile experience and conversion.
- **WordPress Security & Website Care** — Practical WordPress maintenance and security improvements for business websites, including technical review, updates and ongoing support.

## **EDUCATION**

### **Master’s Degree in IT Engineering | University of Novi Sad, Technical Faculty “Mihajlo Pupin”**

*2022 | GPA: 10.00*

- Master’s thesis: Development of a Chatbot Application Using an NLP Model.

### **Bachelor’s Degree | University of Novi Sad, Technical Faculty “Mihajlo Pupin”**

*2017 | GPA: 9.71*

## **LANGUAGES**

**Serbian:** Native    **English:** Professional working proficiency

*References and additional project details available on request.*