

## PERSONAL INFORMATION

## Savić Nedović

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## WORK EXPERIENCE

15 Jan 2019–Present

**System engineer**

Logate, Podgorica (Montenegro)

- Research and development.
- Design integration solutions and document the design in accordance with best practices.
- Technical assistance for troubleshooting and resolving operational issues.
- Technical training for implemented system administration.

1 Sep 2017–Present

**Graduate teaching assistant**

Univerzitet „Mediterran” Podgorica, Podgorica (Montenegro)

- Teach undergraduate level courses.
- Evaluate and grade examinations, assignments, or papers and record grades.
- Develop teaching materials.
- Schedule and maintain regular office hours to meet with students.

1 Aug 2015–14 Jan 2019

**Senior Specialist for Operations and Maintenance of Transport Networks**

Ericsson, Podgorica (Montenegro)

- Second line operations and maintenance of transport network (DWDM, SDH, PDH) and IP/MPLS WAN networks.
- Maximum availability of transport network elements and users' access networks/services according to targeted KPIs.
- Incident Management, Problem Management, Change Management.
- Design and development of operational strategy proposals (OPEX plans, support agreements).
- Integration with other network elements and platforms
- Regular monitoring, updating, control, preparation and analysis of technical documentation.
- Spare parts management.
- Monitoring and control of quality and efficiency of vendor support.
- Administering user rights and privileges by following relevant company policies, guidelines and procedures.

1 Jun 2015–31 Jul 2015

**Senior Specialist for Operations and Maintenance of Transport Networks**

Crnogorski Telekom, Podgorica (Montenegro)

- Second line operations and maintenance of transport network (DWDM, SDH, PDH) and IP/MPLS WAN networks.
- Maximum availability of transport network elements and users' access networks/services according to targeted KPIs.
- Incident Management, Problem Management, Change Management.
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- Monitoring and control of quality and efficiency of vendor support.
- Administering user rights and privileges by following relevant company policies, guidelines and procedures.

27 Aug 2014–31 May 2015

### Technology services senior specialist

Crnogorski Telekom, Podgorica (Montenegro)

- Participation in the process of harmonizing and creating business strategies in the field of technology and technology strategy based on data collected from all organizational units (IT, development, O&M, technical customer service).
- Active participation in the management of the investment process through coordination, preparation and monitoring of implementation of CAPEX and OPEX costs.
- Participation in working groups at the DT level.
- Participate actively in the preparation of data for CMC meetings.
- Preparing necessary reports for manager and CTIO.

27 Jan 2014–26 Aug 2014

### Product development specialist

Crnogorski Telekom, Podgorica (Montenegro)

- Development of new systems, applications and technical products, both locally and internationally for residential customers.
- Creating, modifying and enhancement existing Product/Services features, pricing, pricing structure according to marketing directions and market situations.
- Analyzes customer behavior and competition.
- Taking care that introduction of new products ,as well as deactivation of products/services is done efficiently. Communication and coordination with internal and external customers.
- Measuring results and preparing recommendations for enhancement of products and services.

15 Jan 2013–15 Oct 2013

### Help desk operator

Crnogorski Telekom, Podgorica (Montenegro)

- Effective diagnostic evaluation of end-user Customer needs and in all cases uses good judgment and timeliness in responding to and resolving each issue or complaint to the customers' satisfaction.
- Identify, research, and resolves technical problems, timely response to telephone calls, email and personnel requests for technical support.
- Monitoring the problem to ensure a timely resolution.
- Provide first level contact and convey resolutions to customer issues.
- Properly escalate unresolved queries to the next level of support.
- Track, route and redirect problems to correct resources.
- Walk customers through problem solving process.
- Follow up with customers, provide feedback and see problems through to resolution.
- Utilize excellent customer service skills and exceed customers' expectation.

## EDUCATION AND TRAINING

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15 Sep 2012–8 Oct 2013

### Telecommunications Engineering, Degree of Specialist

Univerzitet Crne Gore, Podgorica (Montenegro)

1 Sep 2009–14 Sep 2012

### Electrical, Electronics and Communications Engineering, Bachelor degree

Univerzitet Crne Gore, Podgorica (Montenegro)

- Dec 2015 **CCNA training**  
MDS informatički inženjering, Beograd (Serbia)
- Feb 2017 **Huawei DWDM training**  
Huawei, Beograd (Serbia)
- Apr 2017 **CISCO IOS XR workshop**  
MDS informatički inženjering, Beograd (Serbia)
- Jun 2017 **IPV6 basic/advanced training**  
RIPE NCC Training Services

PERSONAL SKILLS

Mother tongue(s) Montenegrin

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	B2	B2	C1
Italian	A2	A2	A1	A1	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
[Common European Framework of Reference for Languages](#)

**Communication skills** Good communication skills with customers and end users gained through my experience as a helpdesk operator.  
Good communication skills with internal and external colleagues and partners gained through my experience as a product development specialist and a technical services senior specialist.

**Organisational / managerial skills** Good organizational skills gained form my experience as a product development specialist and technology services senior specialist.

**Job-related skills** Deep knowledge of IP and transport networks, operating systems and virtualisation.  
Highly experienced in implementation operation and maintenance of various network and system platforms.

**Driving licence** B

ADDITIONAL INFORMATION

<b>Projects</b>	2015 Crnogorski Telekom	Internet CG core upgrade phase 1
	2016 Ericsson	Internet CG core upgrade phase 2
	2016 Ericsson	Telekom WiFi integration
	2016 Ericsson	DVBT2 integration
	2016 Ericsson	IP/MPLS network upgrade (Cisco 7600 to ASR )

2017 Ericsson	DWDM network swap (ECI to Huawei)
2017 Ericsson	T-mobile network core upgrade and IPTV core router swap
2017 Ericsson	Crnogorski Telekom IPTV network core upgrade phase 1
2017 Ericsson	Crnogorski Telekom vEPC integration
2017 Ericsson	Crnogorski Telekom DRS for ICG network segment phase
2018 Ericsson	MTEL DRS integration
2019 Logate	Hrvatski Telekom VAAA integration
2019 Logate	Telekom Srbija VAAA integration