

NIKOLA NEDELJKOVIĆ

IT ENGINEER



CONTACT

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Niš

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SKILLS

- JavaScript
- Python
- Webflow
- Vibe Coding
- Prometheus & Grafana
- Monitoring
- SQL Databases (MySQL, MS SQL, PostgreSQL)
- Figma
- Digital Marketing

LANGUAGES

- English (Fluent)
- Serbian (Native)

PROJECTS

Messenger application - for the exam in the subject client-server systems

January 2021.

Key tasks:

- A web application in which I learned how to use the node.js framework.



PROFILE

DevOps-oriented IT professional with experience spanning freelance web development and production support roles. Began as a freelancer creating, designing, and maintaining websites using Webflow and Figma, with a strong focus on SEO optimization.

Transitioned into IT Support, Second Level Support, and NOC roles, gaining hands-on experience with MySQL databases, Python automation, Windows and Linux servers, and monitoring tools such as Prometheus, Grafana, and the ELK stack. Technically versatile with both frontend and backend orientation and a strong problem-solving mindset.



WORK EXPERIENCE

FAZI Company - Niš, Serbia

Apr 2024 - Present

NOC Engineer

- Monitored infrastructure and application health using Prometheus and Grafana by maintaining dashboards, alerts, and key metrics.
- Assisted in improving the monitoring and observability stack by tuning alert thresholds and updating dashboards based on operational needs.
- Investigated and resolved infrastructure and application issues across hybrid environments (Windows Server and Ubuntu Server).
- Analyzed logs and system events using the ELK stack to identify root causes of incidents.
- Participated in incident response and escalation processes in collaboration with DevOps and Development teams.
- Maintained and updated internal technical documentation and operational runbooks.

FAZI Company - Niš, Serbia

Oct 2023 - Apr 2024

Second Level Support

- Provided advanced production support with full access to production and staging environments.
- Performed direct database operations and configuration changes in MySQL across production and staging systems.
- Automated repetitive database and operational tasks using Python scripting.
- Configured betting systems and casino portals through backend and database-level parameters.
- Investigated game rounds and performed anti-fraud analysis using data-driven approaches.
- Administered and maintained Windows Server environments, including service monitoring and basic system configuration.
- Tested, validated, and troubleshooted iGaming game integrations in live client environments.
- Collaborated closely with development and operations teams to ensure system stability and reliability.

FAZI Company - Niš, Serbia

Jun 2022 - Oct 2023

IT Support Specialist - Team Lead

- Provided technical support by troubleshooting application and infrastructure-related issues via Jira and email.
- Executed and optimized SQL queries on MySQL databases for data analysis, configuration, and maintenance.
- Developed SQL scripts to perform bulk data updates and environment configurations.
- Created and maintained technical documentation and operational runbooks in Confluence.
- Supported deployment and configuration of online casino platforms through database-level setup and system configuration.
- Assisted in incident resolution by analyzing logs, database states, and system behavior.



EDUCATION

College of Applied Technical Sciences, Niš

2022.

Modern computer technologies

Thesis: SQL Injection Attack