



Mirza Čerim

OMISSIS

## WORK EXPERIENCE

18/04/2022 – CURRENT – Sarajevo, Bosnia and Herzegovina  
**DEVOPS ENGINEER – KLIKA D.O.O**

- Recommend a migration and consolidation strategy for DevOps tools
- Design and implement an Agile work management approach
- Make a quality strategy
- Design a secure development process
- Create a tool integration strategy
- Design a version control strategy
- Integrate source control
- Manage build infrastructure
- Implement code flow
- Implement a mobile DevOps strategy
- Managing application configuration and secrets
- Manage code quality and security policies
- Implement a container build strategy
- Implement a build strategy (Azure DevOps)
- Design a release strategy (Azure DevOps)
- Set up a release management workflow
- Implement an appropriate deployment pattern
- Design a dependency management strategy
- Manage security and compliance
- Design an infrastructure and configuration management strategy
- Implement serverless infrastructure ( Azure Function )
- Implement infrastructure compliance and security
- Recommend and design system feedback mechanisms
- Implement a process for routing system feedback to development teams
- Optimize feedback mechanisms

**Business or Sector** Information and communication |

**Address** Dzemala Bijedica bb, 71000, Sarajevo, Bosnia and Herzegovina

23/12/2019 – 15/04/2022 – Sarajevo, Bosnia and Herzegovina

**SENIOR NETWORK ENGINEER – PROINTER ITSS D.O.O SARAJEVO**

- Design and deploy functional networks (LAN, WLAN, WAN)
- Configure and install software, servers, routers and other network devices
- Monitor network performance and integrity
- Resolve issues tiers of support have escalated by troubleshooting cloud and local infrastructure
- Automate tasks and monitor their effectiveness
- Mentor team members on technical issues
- Create, oversee and test security measures (e.g. access authentication and disaster recovery)
- Communicate with users when needed
- Maintain complete technical documentation

-Suggest improvements to network performance, capacity and scalability

**Business or Sector** Information and communication | **Department** Network department |

**Address** Vrbanja 1, 71000, Sarajevo, Bosnia and Herzegovina | **Website** <https://www.prointer.ba/sr>

10/09/2018 – 23/12/2019 – Sarajevo, Bosnia and Herzegovina

**NETWORK INFRASTRUCTURE AND SERVICES EXPERT – RAIFFEISEN BANK BH D.D**

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- Planning, designing and implementing advanced infrastructure solutions.
- Plans, design and implement advanced performance measurement solutions, work on advanced troubleshooter and propose technical guidelines ( Cacti, ManageEngine, Fluke )
- Installing, supporting and maintaining new network hardware and software infrastructure.
- Installing, supporting and maintaining new network security hardware.
- Installation and maintaining of routers and switches ( Preferably Cisco ).
- Installation and maintaining of KEMP load balancer.
- Installation and maintaining of Barracuda web proxy appliance.
- Maintaining of Tipping Point IPSs.
- Monitoring and maintaining whole network of 100 branches and 400 ATMs ( Cisco routers and switches ).
- Participating in the development and implementation of IPT standards, processes and security to maintain corporate IT standards.
- Designing and optimizing complex network scheme ( Microsoft Visio ).
- Enterprise-level Cisco ISE 2.2 version configuration and troubleshooting.
- Maintaining of Free Radius and Dalo Radius 802.1x platforms.
- Evaluate and configure firewall security policies ( Cisco ASA, Checkpoint ).
- Performs detailed analysis of system requirements to determine future needs.
- Installation and maintaining of Cisco wireless solutions ( for non-corporate users using captive portals and integrations with Cisco ISE ).
- Install, configure and manage VMware virtualization environment components (vSphere, vRA, vROPS, ESX, NSX).

**Business or Sector** Financial and insurance activities |

**Department** Network infrastructure department |

**Address** Zmaja od Bosne, 71000, Sarajevo, Bosnia and Herzegovina |

**Website** <https://raiffeisenbank.ba/>

07/08/2013 – 10/09/2018

**NETWORK INFRASTRUCTURE ADMINISTRATOR – ZIRAAT BANK BH D.D**

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- Installing, supporting and maintaining new network hardware and software infrastructure.
- Installing, supporting and maintaining new network security hardware ( Cisco ASA 5510, Cisco ASA 5515X, Cisco ASA5508X with Firepower ).
- Monitoring and network configuring/troubleshooting ATMs and POS terminal equipment.
- Installation and maintaining of routers and switches ( Cisco 2900 series routers, Cisco Catalyst 3750X and Cisco 3850 switches ).
- Installation and maintaining of Cisco 3G routers ( Cisco 819 ISR ).
- Installation and maintaining of routers and switches ( Cisco 800, 1800, 2800 series routers, Cisco 2960 series catalyst switches ).
- Monitoring whole network 36 branches and HQ building ( PRTG software ).
- Installing, configuring, optimizing and maintaing Cisco Unified Call Manager ( 9x and 12.x versions ), voice gateways and Unity systems.
- Participating in the development and implementation of IPT standards, processes and security to maintain corporate IT standards.
- Installation, configuration of Cisco UC 6921,6941, 8941,7811 and 9951 IP phones.
- Troubleshooting and resolution of help desk tickets. ( ManageEngine )
- Updating, maintaining and communicating project plans and status updates.
- End user supporting ( printers/faxes, POS terminal equipment, analog/ISDN telephony )
- Installing and mounting rack cabinets and patch panels, cabling etc.
- Designing and optimizing complex network scheme ( Microsoft Visio )
- Onsite and remote troubleshooting Network layer 2 and layer 3.

- Coordinate with remote users to install/configure equipment on site.
- Enterprise-level Cisco ISE 2.4 version configuration and troubleshooting.
- Collaborate with IT support teams to resolve complex network and security tickets
- Evaluate vendor proposals for new and existing technology and systems
- Evaluate and configure firewall security policies
- Performs detailed analysis of system requirements to determine future needs
- Monitor and respond quickly to incoming requests relate to IT issues.
- Maintain computer systems and act as support if any system goes down.
- Responsible for PC's, Printers, Servers and related equipment.
- Maintain user PCs, including upgrades and configuration as needed.
- Assist with onboarding of new users.
- Keep inventory of all equipment, software, and license users.
- Install, configure, and upgrade PC software.

**Business or Sector** Financial and insurance activities |

**Address** Zmaja od Bosne 47c, 71000, Sarajevo, Bosnia and Herzegovina |

**Website** <https://www.ziraatbosnia.com/>

10/07/2012 - 09/07/2013

**NETWORK ADMINISTRATOR** – RECRO-NET SARAJEVO D.O.O

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- Network LAN/WAN infrastructure design, implementation and support including switches, routers and associated carrier services.
- Internet services and security administration including DNS, domain registration, SSL certificates, VPNs, firewalls and Intrusion Prevention Systems ( IPS )
- Network maintenance operations including anti-virus,disk management and systems monitoring.
- Cisco security infrastructure ( ASA/PIX firewalls )
- Troubleshooting malfunctions of network hardware and software applications, IP telephones and security systems to resolve operation issues and restore services.
- Design setup and configure complex switching enviroments, configure and setup Cisco firewalls ( ASA 5505,5510 ), VPN concentrators and security appliances for access to vital bussines applications.
- Creating and maintaining documentation as it relates to network configuration, network mapping, and processes.
- Participating in managing all network security solutions.
- Monitoring and testing network performance and provide network performance statistics and reports.
- Designing and deploying company LANs, WANs, and wireless networks including routers, switches, firewalls, wireless bridges, and wireless access points ( MicroTik RB751U-2Hnd Access point )

**Business or Sector** Information and communication | **Address** Obala Kulina bana 15/I, 71000, Sarajevo |

**Website** <https://www.recro-net.com/>

08/07/2011 - 18/05/2012 - Zenica, Bosnia and Herzegovina

**IT HELP DESK SUPPORT** – PERO D.O.O ZENICA

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- Supporting medium corporate data network based on LAN/WAN.
- Installation and maintenance of network equipment preferably Cisco.
- Configuration and troubleshooting basic operations ( routing and switching ) on Cisco devices.
- Basic support on Windows servers 2003/2008 ( Active Directory administration )
- Procurement of all hardware and software components ( printers/faxes, cash registers etc. )
- Implementation and end user supporting of Pantheon financial software ( ERP )
- Creating buyers databases, for the purpose of supporting the sales department

**Business or Sector** Construction | **Address** Sarajevska 97, 72000, Zenica |

**Website** <http://www.pero.ba/>

10/11/2016 - CURRENT - Sarajevo, Bosnia and Herzegovina

**CISCO CCNA INSTRUCTOR** – LOGOSOFT EDUKACIJE

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- Network Fundamentals
- LAN Switching Technologies
- Routing Technologies
- WAN Technologies
- Infrastructure Services
- Infrastructure Security
- Infrastructure Management

**Business or Sector** Education | **Address** Igmanska 9, 71000, Sarajevo, Bosnia and Herzegovina |

**Website** <http://logosoft.ba/edukacija>

<https://www.klix.ba/biznis/cisco-200-301-ccna-prvi-put-u-logosoft-edukaciji/200513030>

## ● EDUCATION AND TRAINING

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15/10/2018 – 17/09/2022 – Banja Luka

**BACHELOR OF COMPUTER SCIENCE & INFORMATION TECHNOLOGIES - BSC CS&IT** – University Apeiron

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- Theoretical programming principles methodology .
- Theoretical Theory of Cryptography
- System Software (operating systems)
- Lower programming languages and program translators (machine language, assemblers, compilers & interpreters).
- Design of information systems.
- Databases Scientific
- Network Computing Scientific
- Senior Programming Languages and Work Tools Scientific
- PKI systems (Public Key Infrastructure)
- WEB programming and design
- Advanced Computer Networks Application.
- Protection of computer and business systems
- Theoretically methodology.
- Internet intelligent devices (Internet of Things)
- Object-oriented programming
- Enterprise platform technology (Windows Server 2016 and SQL Server 2016)
- Cyber threats and attacks and defense technologies (Malware analysis)
- Security architecture of protection in modern computer networks
- Script languages and application programming.
- Introduction to risk analysis and management systems information security

**Address** Vojvode Pere Krece 13, Banja Luka | **Website** <http://www.apeiron-uni.eu/fit.html>

Zenica

**SECONDARY SCHOOL ( HIGH SCHOOL DIPLOMA )** – Tehnicka skola Zenica

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Intro to Electronics

Practical classes.

Design of plants, networks and installations, transformers, electrical machines and equipment, find and eliminate faults, conduct measurements, control and testing of power plants and devices.

Technical upbringing

Circuits and system design

Intro to Computer Engineering

Physics

Math

**Address** Zenica

## ● LANGUAGE SKILLS

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Mother tongue(s): **BOSNIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	B2
<b>GERMAN</b>	A1	A1	A1	A1	A1
<b>TURKISH</b>	A1	A1	A1	A1	A1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DRIVING LICENCE

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**Driving Licence: B**

## ● PROJECTS

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Projects

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### **Improvement of the human resource capacities in the Law Enforcement Agencies IT sector in BiH**

Tender no: EC/BIH/TEN/18/031

Publication reference : EuropeAid /139-888/DH/SER/BA

I was lecturer for three courses:

#### **- CompTIA Network +**

Duration: 5 days/40h

Participants: 9

Place: Sarajevo

#### **-CompTIA Security +**

Duration: 5 days/40h

Participants: 9

Place: Sarajevo

#### **-Cisco CCNA Security**

Duration: 90 days/70h (after working hours)

Participants: 5

Place: Sarajevo

Projects

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**Implementing and Configuring Cisco Identity Services Engine ( Cisco ISE ) version 2.4 May 2018 - Jun 2018** - In this project I was responsible for researching, designing, building, testing, deploying, analyzing, administering, and maintaining the enterprise Cisco ISE solution (hardware, software and configuration components) needed to meet current and future bank needs. Also I was responsible to build and analyze ISE rules to comply with client network security policies and creating ISE policy for unseen network devices in a mixed environment. After this project I configured 63 routers and switches with TACACS+ and RADIUS authentication

## Projects

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**IBM Qradar Implementation Nov 2017 – Dec 2017** - Being part of the IBM Qradar deployment for the ZiraatBank BH. Setting up log sources from various devices from Windows (with WinCollect) to Cisco, Vmware, RHEL, Oracle and other appliances

## Projects

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**Core banking software implementation Aug 2015 – Feb 2016** - Core banking software replacement including data migration, building new virtual infrastructure based on Oracle VM, Vmware and Cisco UCS / EMC in record time. In parallel CC processor has been changed together with ATM, POS infrastructure.

## Projects

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**Disaster recovery site implementation Nov 2015 - Dec 2015** - Being member of a team that developed a disaster recovery migration plan for the ZiraatBank BH. I was responsible for the designing and deploying company LANs and WANs on DR location, including routers, switches, and other network devices. Also I was responsible for documenting the network architecture, design, and layout, including protocols and standards used, as well as configuration. I conduct testing and development of disaster recovery plans to detect faults, minimize malfunctions and back up systems as it relates to network functionality.

## Projects

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**WAN/LAN consolidation and IPT implementation Sep 2013 - Jan 2014** - I was a part of the biggest project of ZiraatBank BH, where we change routers and switches on 30 locations ( 2901 series routers on branch locations and 2951 routers on HQ location ). This project is splitted into six parts: *1. Implementation and configuration of LAN and WAN equipment for HQ office in Sarajevo 2. Implementation and configuration of IP telephony and other related software and licenses for HQ in Sarajevo 3. Implementation and configuration of LAN and WAN equipment for disaster recovery location 4. Implementation and configuration of LAN and WAN equipment for branch offices 5. Implementation and configuration of IP phones and conference station 6. Video conferencing equipment, software and licenses*

06/02/2020 – 18/02/2020

### **Implementing and configuring two Fortinet 601E firewalls (HA) – core network (Council of Ministers of Bosnia and Herzegovina)**

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In this project I was included in installation and configuration of two Fortinet Fortigate 601E firewall in cluster which are replaced with old ones Fortigate 300E. The firewall solution is used to access all ministries on the Internet, a proxy solution as well as wireless networks for guests. Within the LAN network, there are servers, workstations and other network devices that are also additionally protected through NGFW services through which Internet access services are published. On the new Fortinet firewalls are installed licenses for IPS, AntiVirus, Web Filtering, Email filtering and security rating.

19/08/2021 – 30/08/2021

### **Implementing Zabbix open-source network and infrastructure monitoring software ( Ministry of Foreign Trade and Economic Relations of Bosnia and Herzegovina)**

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In this project I was responsible for whole configuration of mentioned software on 120 hosts ( 40 network nodes and 80 server/storage nodes, virtual machines and bare metal hosts ). Zabbix is configured on Ubuntu 21.04 and Zabbix agents are installed on Windows servers. SNMP is used for monitoring network and SAN devices.

01/03/2022 – 16/03/2022

### **Implementing and maintaining Cisco LAN network ( Regulatory agency for communication – RAK )**

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In this project I was responsible for installation and configuration of 10x Cisco Catalyst 9105AX Series access point and 8x Cisco Catalyst

9200 switches. The project is specific in the sense that the client had 10x access points AIR-AP1815I-E series which were Mobility Express AP types and the challenge was to integrate them with new access points which are Embedded Wireless Controller or EWC access point types. We had to upgrade the old access points (AIR-AP1815I-E) from 8.4.100.0 version to 8.10.142.0 in order to join them to work with the new 9105AX. After a successful upgrade of new and old access points so they can work together, we declared one of the new access points as a wireless controller. This was the first project in our country since Cisco announced new 9100 series APs.

## ● ORGANISATIONAL SKILLS

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### Organisational skills

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- experience in implementation of new solutions ( through IPT WAN/LAN consolidation project in Ziraat bank. )
- project manager on implementing disaster recovery location for ZiraatBank BH Sarajevo
- Support on relocating whole Data Center system for ZiraatBank BH Sarajevo
- experience in implementing and configuring Cisco ISE 2.4 ( NAC solution )
- Basic knowledge of Docker on Debian 10, basic commands, containers, libraries etc.
- Solid knowledge of open-source Linux OS like Ubuntu, Debian, Fedora ( Bash scripting and CLI )
- Solid knowledge of Python scripting for Cisco networking devices (RESTCONF, NETCONF, netmiko)
- Solid knowledge of XML and JSON data structures need for network automatization of configurations
- experience with Microsoft Azure cloud solutions (AZ-900 preparation on cloudacademy.com)
- Good knowledge and hands-on experience of cloud technologies ( Microsoft Azure )
- basic knowledge of database programming (MySQL, Microsoft SQL)
- experience in upgrading Cisco CUCM 9.x version to Cisco CUCM 12.x through Cisco Prime Collaboration Deployment

## ● COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication and interpersonal skills

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- Good listener
- Communicative
- Reliable
- Team player

## ● JOB-RELATED SKILLS

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### Job-related skills

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- Tolerant and flexible to different situations
- Adaptability and ability to work under pressure ■ Initiator
- Accuracy and attention to details
- Analytical thinking,planning
- Ready to learn

## ● CERTIFICATIONS

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### List of certificates

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- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- Cisco Certified Network Associate - CCNA
- Cisco Certified Network Professional - CCNP Enterprise
- Official Cisco CCNA instructor @ Centar za kompjutersku edukaciju - CCED
- Checkpoint Sandblast Certified Administrator ( CCASA )
- Cisco Certified Network Associate ( Security ) - CCNA Security ( retired )
- HP AIS Infrastructure ( retired )
- RH 124 - Red Hat System Administrator I

- Certified Professional: Kaspersky Endpoint Security and Management (002.11.1)
- Sales Specialist: Kaspersky Endpoint Security for Business (S02.11.1)
- Silver Peak Technical Sales Professional - SDWAN (STSP-SDWAN)
- Silver Peak SDWAN Professional – SPSP
- AZ-900 Microsoft Azure Fundamentals certification