**Milica Obradović**

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Ready and qualified for the next stage in the career and looking forward to make a significant contribution to the growth of an ambitious company.

**Additional knowledge**

* TNation Academy (October 2018 – December 2018)

*QA manual course*

- Intorduction in the software testing process

- Develope, maintain and execute manual Test cases

- Finding and reporting bugs

- Software development life cycle

- Ticket tracking tool – Jira

- Mobile application testing

- Differences between testing mobile applications and web applications

 *QA automation course*

- Automated software testing methodology

- Introduction to technologies (Maven, Selenium, WebDriver, WebElementi, TestNG)

- Creating and working with Xpath

- Making TestSuit, TestCase, running tests

- Debugging, troubleshooting and reporting

* Quality Assurance Serbia community - QAITIive – Education center

*Basic of testing - Course* (April 2018 – June 2018)

 - Squash Test Management (positive and negative test cases*),*

 *-* Jira – ticketing tool (testing and reporting bugs)

 *-* Katalon– automated testing tool*,* SQL

 *-* IntelliJ IDEA – tool for test automation

**Career history**

* NCR Corporation

 Technical support agent (January 2019 - present)

- Ticket tracking tool Remedy and program Zabbix for fixing basic device problems

- Solving software and hardware issues with devices in all Inditex stores

- Everyday reporting bugs to IT department

- Testing applications on IPODs, PDAs and IPADs

- Following steps and instructions from IT department to fix bugs

* Game Credits - Game Soft Lab

Office assistant (August 2017 – October 2018)

- G Suite – scanning all company documentation (invoices, agreements)

- Excel – weekly making Payment proposal tables

* Confluence property management

 Info Desk Assistant (February 2016 - March 2017)

 - Providing basic information about property to clients and visitor

 -Directing the tenants and associates to the relevant person

 - Responding and forwarding the phone calls

* St. Nicolas School

Professor of Greek language (October 2015 – February 2016)

- Planning and preparing effective teaching modules and lessons

- Assessing pupil’s abilities, providing feedback and writing reports

- Working in accordance with the school’s curriculum statement and policies

 **Academic qualification**

* University of Belgrade Faculty of Philology:

 Greek Language and Literature

 Minor in English Language

* Secondary School of Economics - Department of Economic technician

 **Personal summary**

* Productive in both team and leadership roles
* Good comunication and organizational skills
* Accurate and reliable in the performance of tasks
* Responsible, proactive, efficient, creative
* Highly proactive with strong desire to learn
* Analytical skills and attention to details

 **Areas of expertise**

* Computer skills – good knowledge of Mc Office (Word, Excel, Power Point)
* Excellent listening and verbal communication skills
* Ability to follow up with clients in a timely professional manner
* Supplier negotiation
* Translating
* Teaching
* Managed design, look and feel, and major component development of Customer Help Desk systemGEMS (Global Incident Management System), with major emphasis on the Web View. As well wassole development, support and pre-sale person for CAS (Change Action System), an AssetManagement System using BMC Remedy AR System.
* bmc software Action Request system Gems