Vladan Penic

IT Support · 2nd Level · AI-assisted analysis and automation

Dortmund, Germany · Remote (CET) · available immediately
penici@protonmail.com · github.com/penicius-code
Citizenship: German

PROFILE

IT support specialist with around one and a half years of technical support for residential and business customers of the Swiss telecom provider Sunrise, more than a year of it in 2nd level. Restores services, owns cases through to resolution and documents them so others can follow, in German and English. Has used AI assistants in daily work since 2023, today Claude for log analysis, SQL queries, scripts and documentation. Builds tools in which every change is backed up and can be rolled back.

IT SUPPORT EXPERIENCE

Technical Support, 2nd Level (Advanced Customer Consultant) **2022 – 2024**
Callosseum · on behalf of Sunrise UPC GmbH (Switzerland) · full time

Technical support for residential and business customers (B2C/B2B) of Sunrise and UPC: internet, TV and fixed-line telephony over fibre (FTTH/FTTB), cable (HFC) and VDSL, including Swisscom wholesale lines. Working languages German and English.

- Hired as a 1st-level agent and moved to 2nd level after five months: responsible for faults that could not be solved at first contact, 10–15 cases per shift on average.
- Isolated and resolved network and provisioning faults using remote line and device diagnostics: ACS (TR-069), Huawei iMaster NCE-FAN (fibre), CommScope ServAssure NXT and Spider (cable), WSG (Swisscom), Sunrise XIP.
- Documented cases in BMC Remedy and the CRM and owned them through to resolution; coordinated with the NOC, IT teams and the field technicians of the network partners (Cablex, Swisscom).
- Handled escalations and complaints by phone and email calmly and with a focus on the solution; set up routers together with customers (bridge mode, VoIP).
- Closed cases only after the fix was verified, with documentation to QA standards; team metrics: first-contact resolution (FCR) and customer satisfaction (NPS).
- Built and maintained a personal knowledge collection of solution paths, text templates and checklists.

CURRENT IT PROJECTS

IT project work: data, testing and automation **2026 – present**
remote, project-based

- Drafted SQL queries and data checks with AI support and verified them personally before use.
- Tested software, reproduced bugs and handed them over as clear, reproducible bug reports.
- Automated recurring tasks with scripts and AI-assisted workflows.

Own tools for backup, diagnostics and automation **2026 – present**
private · PowerShell, Python, Lua, Git · built with Claude Code · use case: extensions for PC games on Windows

- Backup and rollback kits: a backup with checksums (SHA-256) before every change, and a return to the last working state with one command.
- Systematic fault isolation: own tool that uses a bisection search to find the faulty one among many installed extensions and then restores the original state.
- Analysis of logs, crash reports and Windows performance traces (WPR/ETW) with own analysis scripts; method and result documented each time.
- Working method: every AI result is tested before use, every change is versioned. Source code and documentation: github.com/penicius-code (24 public repositories).

CAREER OVERVIEW

since 2026	IT project work and own tools (see "Current IT Projects").
2026	Self-employed: vehicle transfers for clients via the Onlogist platform, with handover protocols and damage documentation.
2025	Qualification in protection and security (TQ 1), DEKRA Akademie: passed the IHK expert-knowledge examination under § 34a GewO. Internship in reception and security services at AGSUS Security; reference: duties performed "to our fullest satisfaction".
2022 – 2024	Technical support, 2nd level, for Sunrise (Callosseum): see "IT Support Experience".
2022	Warehouse employee with SAP data entry, dm-drogerie markt: order processing, inventory and shipping documentation.

IT SKILLS

Support & ticketing	2nd-level support, fault analysis, escalation and complaint handling, case documentation · BMC Remedy and CRM systems (very good) · Jira and Confluence (basic)
Analysis & data	Log analysis (application and system logs, crash reports) · SQL queries (written with AI support and verified personally)
Systems & networking	Windows 10/11 (very good) · macOS (daily use) · Linux command line (good: ssh, grep, tail) · TCP/IP, DNS, DHCP, Wi-Fi, VoIP · fibre, DOCSIS, VDSL
Scripting & automation	PowerShell, Python, Lua (developed with AI assistance, own projects) · Git
Collaboration	Microsoft 365 (Teams, Outlook, Word, Excel) · Citrix
AI tools	Claude and Claude Code (daily: analysis, scripts, documentation) · in use since 2023 for technical research and writing · results are verified before use

CERTIFICATES & TRAINING

12/2025	Certificate TQ 1 "Personen und Objekte schützen" (protecting people and property; specialist for protection and security), DEKRA Akademie
10/2025	Expert-knowledge examination under § 34a GewO, IHK zu Dortmund (Chamber of Industry and Commerce; includes data-protection law, dealing with people, de-escalation)
03/2025	First-aid training for workplace first aiders
2023	Sunrise 2nd-level training (one month, on moving to 2nd level)
10/2022 – 11/2022	Sunrise product and technical training (internet, TV, fixed line; 12 training days)
05/2026	German certificate of good conduct (Führungszeugnis) with no entries, Federal Office of Justice, available

EDUCATION

2018 – 2020	Multimedia studies, ITS College
2011 – 2015	Technical diploma, Polytechnic School (four-year technical school; focus on CAD, CNC technology, computer technology, electronics)

LANGUAGES

German C1 · English C1