



CONTACT

Phone

+45 31 35 18 19

Email

dsmaji@hotmail.com

Location

Copenhagen, Denmark

Web

davor.app

LinkedIn

davor-smajilovic

LANGUAGES

Danish

Native

Swedish

Fluent

English

Fluent

Serbian

Native

Croatian

Native

CORE SKILLS

Cloud & Identity

Microsoft 365, Azure AD, Entra ID

Business Apps

Microsoft Dynamics, Zoho Desk, Google Workspace

Infrastructure

DNS, DHCP, WAN/LAN, VPN, Firewalls

Platforms

Windows Server, Linux, VMware, Hyper-V

Method

ITIL, Incident, Problem & Change Mgmt

AI

Prompt Engineering, AI for IT Helpdesk, Copilot

DAVOR SMAJILOVIC

Technology Specialist — IT Infrastructure, Support & M365

PROFILE

Technology Specialist with 10+ years across IT infrastructure, enterprise support and operations, and an earlier career as a professional goalkeeper in the Danish Superliga and a serial entrepreneur. Deep expertise in Microsoft 365, Azure AD / Entra ID, Microsoft Dynamics and hybrid cloud. Proven track record building support teams, optimising ITIL incident, problem and change processes, and delivering stable, scalable IT services. Fluent in Danish, Swedish, English, Serbian and Croatian.

PROFESSIONAL EXPERIENCE

Technology Specialist — IT Infrastructure, Support & M365

Lenovo — Copenhagen, Denmark · Aug 2022 — Present

[M365](#) · [Azure AD](#) · [Microsoft Dynamics](#) · [Hybrid Cloud](#)

- Deliver 2nd and 3rd line technical support across Microsoft 365, Azure AD / Entra ID and hybrid cloud
- Investigate and resolve complex incidents across Exchange Online, SharePoint, Teams, OneDrive and Intune
- Improve incident and problem management; reduce recurring escalations and resolution times
- Support large enterprise environments across Microsoft Dynamics, endpoint and infrastructure stacks

Premier Technical Support Specialist

Lenovo — Copenhagen, Denmark · Apr 2022 — Sep 2022

[Enterprise Support](#)

- Premier-tier technical support for enterprise customers.

Senior Software Test Engineer

Secomea A/S — Copenhagen, Denmark · Nov 2021 — Apr 2022

[IIoT](#) · [QA](#)

- IIoT software test & support for industrial connectivity products.

Network, Operations & Lead Technical Support

Wizer (formerly Gigabit) — Copenhagen, Denmark · May 2021 — Nov 2021

[Zoho Desk](#) · [Google Workspace](#) · [VMware](#)

- Led migration from Gigabit to Wizer A/S during rebrand and stock-exchange listing
- IT operations, 2nd & 3rd line support, process optimization
- Zoho Desk implementation, Google Workspace, VMware

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AI

Prompt Engineering, AI for IT Helpdesk, Copilot

IT Support Technical Manager

Gigabit — ISP start-up — Copenhagen, Denmark · May 2016 — May 2021

LibreNMS · Linux · SQL · Azure AD · VMware

- Built and led the technical support department from the ground up
- Network monitoring with LibreNMS, SQL databases, DNS/DHCP, IP provisioning
- System administrator across Linux servers, switches and core routers
- Azure AD, VMware, fault-finding across WAN/LAN networks

IT Specialist

Technical Education Copenhagen — Copenhagen, Denmark · Dec 2012 — Mar 2016

CCNA · ITIL · Office 365 · AD

- CCNA and ITIL certified
- Office 365, Active Directory, GPO, DNS, DHCP
- Network setup, hardware repair, software installation and on-site/phone support

EDUCATION

Technical Education Copenhagen

Bachelor's degree — IT Network & Infrastructure

Copenhagen, Denmark · 2012 — 2016

CERTIFICATIONS

The following certifications are held by Davor Smajilovic — issued by Microsoft, Cisco, Skillsoft and Technical Education Copenhagen.

Introduction to Prompt Engineering	Skillsoft · May 2026
AI for IT Helpdesk: Transform	Skillsoft · March 2026
AI for IT Helpdesk	Skillsoft · March 2026
AI for IT Helpdesk: Accelerate	Skillsoft · March 2026
AI for IT Helpdesk: Activate	Skillsoft · March 2026
AI for Customer Service: Transform	Skillsoft · October 2025
AI for Customer Service: Accelerate	Skillsoft · October 2025
AI for Customer Service: Activate	Skillsoft · October 2025
AI for Customer Service	Skillsoft · October 2025
Maximizing Customer Service with AI	Skillsoft · October 2025
Responsible Use of AI	Skillsoft · June 2025
AI in the Workplace	Skillsoft · June 2025
Microsoft Azure Fundamentals	Microsoft · February 2025
Microsoft 365 Certified: Fundamentals	Microsoft · August 2024
ITIL Foundation	Technical Education Copenhagen · May 2014
CCNA	Cisco · April 2013