

DAVOR SMAJILOVIC

Technology Specialist · M365 · Azure AD · Infrastructure

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Professional Summary

Technology Specialist with extensive experience across IT support, infrastructure and operations — combining strong technical depth with a clear understanding of business and user needs. I work across Microsoft 365, Azure Active Directory and hybrid environments, focused on resolving complex issues, stabilising systems and improving IT performance at scale.

Technical Stack

Cloud & Identity	Microsoft 365, Azure Active Directory, Microsoft Azure, Hybrid Environments, Office 365
Infrastructure & Network	WAN / LAN, DNS, DHCP, IP Provisioning, LibreNMS, VMware, VirtualBox, Core Routers & Switches
Systems & OS	Linux (Ubuntu), Windows Server, Active Directory, Group Policy (GPO), SQL Database, System Administration
Support & Operations	2nd & 3rd Line Support, Incident Management, ITIL, Process Optimization, Zoho Desk, Google Workspace
Leadership & Soft Skills	Team Leadership, Customer Success, Customer Experience, Cross-functional Collaboration

Experience

Technology Specialist — IT Infrastructure & M365 — Lenovo

Aug 2022 — Present

- Deliver 2nd and 3rd line support across Microsoft 365 and Azure AD environments
- Troubleshoot complex incidents across infrastructure, endpoints, WAN/LAN, DNS and DHCP
- Improved incident management processes and reduced resolution times
- Identified recurring issues and contributed to long-term system stability
- Support large user environments across hybrid cloud, endpoint and infrastructure stacks

Premier Technical Support Specialist — Lenovo

Apr 2022 — Sep 2022

- Premier-tier technical support for enterprise customers.

Senior Software Test Engineer — Secomea A/S

Nov 2021 — Apr 2022 · Copenhagen, Denmark

- IIoT software test & support for industrial connectivity products.

Network, Operations & Lead Technical Support — Wizer (formerly Gigabit)

May 2021 — Nov 2021 · Copenhagen, Denmark

- 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

IT Support Technical Manager — Gigabit

May 2016 — May 2021 · ISP start-up

- 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 — University of Copenhagen

Dec 2012 — Mar 2016 · Copenhagen, Denmark

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

Earlier Career

Co-founder — Dania Gulvafslibning og Maler (2010 — 2012): Co-founded ddgm.dk: administration, sales and IT development.

CTO — Landstrygeren ApS (2009 — 2010): Operations, management and digitalization.

Owner — D&D; Transport (2007 — 2010): Marketing, IT and finance for a transport business with 4 employees.

Professional Goalkeeper — AGF Århus & Silkeborg IF (1997 — 2003): Goalkeeper in the Danish Superliga at AGF Århus until an ankle injury ended the career. Youth contract at Silkeborg IF A/S.

Goalkeeper Coach U14–U17 — BK Skjold (2004 — 2006): Coached the U-15 goalkeepers.

Education & Certifications

University of Copenhagen — Bachelor's degree, IT Network & Infrastructure (2012 — 2016)

Silkeborg Gymnasium — Team Danmark, Football Elite (1997 — 2001)

Certifications: Microsoft 365 Certified: Fundamentals · Microsoft Azure Fundamentals · Maximizing Customer Service with AI · Responsible Use of AI · AI in the Workplace · CCNA (Cisco) · ITIL Foundation

Languages

Danish (Native) · Swedish (Fluent) · English (Fluent) · Serbian (Native) · Croatian (Native)

About

Born in former Yugoslavia (Bosnia) in 1982. When the Balkan war broke out in 1992, I moved with my parents and older sister to Denmark and settled in Silkeborg. I started as a goalkeeper at Silkeborg KFUM at age 13, was scouted by Silkeborg IF and signed my first professional youth contract at 15. I was called up to the Danish U-15 national team but could not participate without Danish citizenship. At 17 I moved to Aarhus and signed full-time with AGF in the Danish Superliga. An ankle injury ended the football career, and I rebuilt my path through entrepreneurship, a bachelor's degree in IT Network & Infrastructure at the University of Copenhagen, and a broad international IT career.

Outside of my IT career, I have spent years actively investing in the stock market — reading, following markets daily and managing my own portfolio with a disciplined, long-term approach. My portfolio is public on eToro (@dadocph).