

Kristijan Nikolikj

Prague, Czech Republic | Permanent Residence ☎ +420 773 185 403 | ✉ nikolic__@live.com
LinkedIn: [linkedin.com/in/kristijan-nikolikj-302298a0](https://www.linkedin.com/in/kristijan-nikolikj-302298a0)

Professional Summary

IT operations and infrastructure-focused IT professional with 8+ years of experience supporting enterprise-scale environments in global organizations. Strong background in incident management, escalation ownership, system monitoring, and cross-functional collaboration. Proven ability to improve service reliability, meet strict SLAs, and drive root-cause resolution. Experienced in leading multiple successful projects end-to-end, managing small teams and delivering results using Agile methodologies in a project management capacity. Currently transitioning from senior IT support into SRE with a strong focus on cloud infrastructure, automation, and modern infrastructure and operations best practices.

Core Skills

- Incident Management & On-call Operations
 - Root Cause Analysis & Postmortems
 - System Monitoring & Alerting
 - Linux Fundamentals & Networking Basics
 - Infrastructure Support (Windows, macOS, Linux, iOS, Android)
 - Cloud Fundamentals (AWS / Azure – hands-on labs)
 - Automation Mindset (Python / Bash – learning)
 - Documentation & Knowledge Base Development
 - SLA, KPI & Service Reliability Metrics
 - Project Management & Team Leadership (3+ years)
-

Professional Experience

McKinsey & Company – Prague, CZ

GHD Analyst / IT Support Engineer (Global Infrastructure)

Aug 2021 – Jan 2026 - Provide enterprise-level IT support for global users in a high-availability, SLA-driven environment - Own incident resolution end-to-end, including triage, escalation, and coordination with network, systems, and application teams - Act as escalation point for complex technical issues, ensuring timely resolution and minimal service disruption - Proactively monitor systems and participate in infrastructure maintenance (patching, updates, backups) - Contribute to IT projects focused on operational stability and service improvement - Develop and maintain technical documentation and knowledge base articles to reduce recurring incidents - Collaborate with geographically distributed teams to ensure consistent service delivery

Conduent – Prague, CZ

Senior Technical Advisor (Software & Account Services)

Jul 2018 – Apr 2021 - Delivered advanced technical support for consumer and enterprise devices - Diagnosed software, hardware, and connectivity issues across multiple platforms - Partnered with engineering teams to report defects, analyze recurring issues, and support product improvements - Handled account, billing, and fraud-related technical investigations - Maintained high customer satisfaction while exceeding performance KPIs

Sabo IT – Prague, CZ

Software Testing Engineer

Feb 2018 – Jul 2018 - Performed functional and regression testing across iOS, Android, and web applications - Designed and executed test cases to identify defects and system failures - Collaborated with developers to validate fixes and improve application reliability

WVP Group – Skopje, North Macedonia

Insurance Assistant (Back Office)

Apr 2015 – Feb 2017 - Managed back-office operations and customer documentation - Supported sales processes and client communications

Education

Faculty of Natural Sciences and Mathematics – Skopje, North Macedonia

Certifications (Completed / In Progress)

- C++ Basics | C# Basics & Advanced
 - PowerShell Basics | Python Basics & Automation
 - AI & Machine Learning
 - Secure Product Lifecycle 101
 - Product Experimentation Micro Certification
 - ITIL Foundations
 - CAPM – Certified Associate in Project Management
 - AWS Cloud Practitioner (*planned*)
 - AWS Solutions Architect – Associate (*planned*)
 - Python Automation (*Advanced – in progress*)
 - Linux Basics
-

Languages

- English – Fluent

- Czech – Fluent
 - Serbian – Fluent
 - Croatian – Very Good
 - Slovak – Working Knowledge
 - Bosnian – Good
 - Bulgarian – Good
 - Macedonian – Native
-

Additional Strengths

- Strong analytical and problem-solving mindset
 - Fast learner with high adaptability to new tools, environments, and technologies
 - Creative, out-of-the-box approach to troubleshooting and reliability challenges
 - High attention to detail in incident resolution, documentation, and operational processes
 - Excellent communication with technical and non-technical stakeholders
 - Proven ability to perform under pressure in incident-driven environments
 - Critical thinking
-

Hobbies

Music • Reading • Sports