



EDIN ČAJO

IT MANAGER/INFRASTRUCTURE ENGINEER

Highlights

- 26+ years of experience in working field with international organizations in different leadership roles;
- 17+ years of experience in a leading IT role with responsibility for internal IT infrastructures;
- 8+ years of experience in project supervision and facility management;
- Master in Mechanical Engineering
- Site management (schedules, implementation, technical solutions of the on-site problems)
- Facility management
- One of the Pioneers of wind energy in Bosnia & Herzegovina

Contact

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1030 Wien

Austria

Personal Information

Date of Birth: 19th of

September, 1970

Gender: Male

Relationship: Married

Nationality: Bosnian

Language: Bosnian, Croatian,

English, German, Serbian

Expertise

IT SERVICE OPERATION-ITIL

and ITSM

ASSET MANAGEMENT

BACKUP MANAGEMENT

SITE MANAGEMENT

MAINTENANCE MANAGEMENT

FACILITY MANAGEMENT

OUTSOURCING

MANAGEMENT

Working experience

July 2024-Ongoing

IT MANAGER-EUROPLASMA GmbH

Lead support team and coordinate IT operations (Incident, Problem, Change, and Release Management) within EPH, ensuring alignment with corporate policies and procurement processes. Interface between the IT corporate team in France and the external IT support on site (AT, DEU, CZ). Team coordination across all current EPH Group

Ensure effective utilization of business IT systems, foster continuous improvement, and align technology solutions with the group's strategic objectives. Overview of local telecommunication systems and local network management

Negotiation and drafting of contracts (SLA) and management of relationships with local IT subcontractors/providers (Internet service providers, data centres, etc.) Definition and measurement of KPIs; addressing deviations and tracking corrective actions

Business development support (establishment of new donation centers) from an IT perspective (infrastructure, data lines, IT equipment, etc.)

Local interface for IT corporate projects and local change management to ensure a smooth transition of end users to new IT systems such as 0365, HR information system, eDMS, Workday etc.

Lead local IT projects in terms of quality, cost and schedule

Support in the validation of IT systems, application of standards according to company guidelines, support of IT audits and data integrity issues

Responsible person for Group IT department in France regarding the application of company policies.

May 2022-June 2024

DIGITAL OPERATION INFRASTRUCTURE ENGINEER-XXXlutz Digital

Operations

Develop and implement new IaaS deployments, mechanisms, and procedures for high-availability environments in the cloud. Build and maintain infrastructure on Azure; migrate internal workloads and business applications from on-prem into cloud

Implement controls to ensure security and compliance of our cloud infrastructure and services

Manage SaaS and PaaS solutions like Microsoft 365, Box.com, GitHub, etc

To ensure the ongoing operation of our client and application landscape

(focus: Apple, Windows). Support of the Windows server systems in our data centers. To provide support in network technology as well as in monitoring

LOGISTICS, SUPPLY AND
PROJECT MANAGEMENT
CHANGE MANAGEMENT

Personal Skills

COMMUNICATION
LEADERSHIP
TEAMWORK
PRESENTATION
ORGANIZATION
ANALYTIC
DIPLOMATIC
SYSTEMATIC
CONFLICT MANAGEMENT

Technical Skills

ServiceNow, Jira, EasyTeam
MS365
Azure Cloud
Citrix Load Balancer
Windows Server 2022, 2019,2016
Microsoft Exchange server
2016/2019, Mail 365
Windows 10,8,7
NetBackup Veritas 9.1, Arcserve
backup.
ManageEngineServiceDesk,ADAu
ditPlus, Central Desktop
ESET Endpoint security, Rapid 7
Nexpose,Secure gateway,
RSASecureID Windows Token
3CX, BlueJeans,BASCOM, VPN
GlobalProtect CISCO routers and
switches-CCNA, Zebra bar code
printers and scanners,SeppMail,
Storage server

Certification

ITIL® 4 Foundation
Credential ID GR671818323EC
**Microsoft Certified Azure
Foundation** I165-0649
NEXPOSE ADMINISTRATOR -
Certificate No: q88khq6ftiq7 , Rapid 7
Vienna
ITIL foundation – Certificate no
02631006-01-X4TK , APMG

the systems and documentation.Carry out problem analyses and
subsequent corrective measures.actively participate in the implementation
of IT projects and also contribute your own ideas.

May 2021-May 2022

IT SERVICE OPERATION SUPPORT/SYS ADMINSTRATOR-HIAS RSC

AUSTRIA WIEN

Provide responsive and customer-focused support (L1, L2 and L3) to all
users within the organization, on both software and hardware levels
Execute software deployment for all staff, within a multi-office and
international environment
Conduct regular maintenance, updating and management for IT equipment
in use (VoIP systems, printers, copiers, surveillance systems, workstations,
etc.)
Implement changes to network equipment in coordination with IS Manager
Along with the IS Manager, ensure the correct and secure operation and
monitoring of network infrastructure and systems (Microsoft AD, Manage
Engine, IIS, Exchange 2016,
Maintain and update the organization's IT asset inventory in accordance to
strict organizational standards
Provide back up support to the organization in the planned or unplanned
absence of the Information Systems Manager

May 2008 – May 2021

IT SERVICE OPERATION/SUPPORT MANAGER at NATO HQ Sarajevo
CIS Logistics support office

Responsible for leading and coordinating an IT team of 8–11 people, while
ensuring stable and secure IT operations for several hundred clients,
including centralized device management..
Perform daily system monitoring, verifying the integrity and availability of all
hardware, server resources, systems and key processes, reviewing system
and application logs, and verifying completion of scheduled jobs such as
backups.
Evaluates and makes third line support on ADP equipment.
Prepares Technical Evaluation Reports (TERs) for equipment beyond
economical repair.
Preparation of IPSAS reports and other reports as requested and technical
part of tenders and its evaluation, purchase of hardware and software as
customer support process in logistic manner.
Provides liaison for NATO Automated Finance System (FINS) and NDSS
Interface.
Asset management/inventory of ADP equipment with account holders in order
to complete out processing process and based on the internal/external
monitors request.
Responsible for CIS items within the NATO/EUFOR HQ-s.

May 2002 – April 2008

SITE SUPERVISOR at HQ EUFOR/HQ NATO-
ENGINEER/LOGISTIC&INFRA BRANCH; BUTMIR CAMP-SARAJEVO
Responsible for managing small/mid/large and complex infrastructure
projects in B&H. Reconstruction of main road net, bridges and tunnels
reconstruction, improvement of railways infrastructure, pre-qualification of
local companies.
Perform the day-to-day supervision and quality control of EUFOR CJENG
contracted works, in association with CJ ENG Project Officers and
contractors.
Perform site inspections and quality assurance of the works carried out by the
contractors to ensure works are performed in accordance with contract
specifications and time frame.
Provide input at the regular site meetings in order to resolve technical issues,
as well coordination of activities with contractors, implementation partners
and local authorities.
Identify the availability of local resources and material through contact with
local authorities.

International-London
ITIL Service Operation – Certificate
no 02666296-01-H7BF,APMG
International-London
**ITIL Continual Service
Improvement** Certificate no
02961629-01-DKRF, Axelos-London
ITIL Service Transition- Certificate
No 02632238-01-THK2 Axelos
London
PROFFESIONAL PUBLIC EXAM-
Agency for public service
**PROFFESIONAL ENINNERING
CERTIFICATION EXAM**-Ministry for
regional planning, civil engineering
and Ecology/Mechanical engineering
Faculty

Trainings

Designing Azure Infrastructure
Solutions AZ-305
Terraform on Azure
Azure Security Engineer Associate
(AZ-500)
Windows Server Hybrid
Administrator Associate
Certification Training (AZ-800 &
AZ-801)
Azure Developer Associate AZ-204
Citrix NetScaller LoadBalancer
Microsoft 365 Mobility and Security
MS-101
Microsoft 365 Identity and Services
MS-100
PRINCE-Foundation and
Practitioner
Microsoft SC-300 Microsoft
Identification&Access Management
Microsoft Azure Administrator AZ-
104
Microsoft exchange 2019/Mail 365
2022
Microsoft Certifies Azure
Fundamentals AZ-900
Microsoft exchange 2019/Mail 365
2022
Nexpose Rapid 7 2021
Comptia Security + 2021
Veritas Backup 2021

Planning, preparation, implementation and management of engineering
projects, preparing sketches, drawings and documentation as required.
Assist Project Officers in discussions with the Project Designer regarding
technical issues raised during the execution of the contract and regarding
any deviations from the SOW by the contractor, as directed.
Identification of potential projects, preparation of financial and technical
documents, management and supervision of engineering projects.
Coordination with Road Directories in Sarajevo and Banja Luka on planing
and ongoing projects.

January 1999 – May 2002

FACILITY MANAGER at HQ SFOR ENGINEER SUPPORT UNIT; BUTMIR
CAMP-SARAJEVO

Responsible for structural and operational integrity of HQ building and
facilities.

Oversee all aspects of the physical facilities including budget management,
building maintenance and renovation, building safety, and repair and
replacement of equipment. Prepare estimates, schedules and plans for
operational and maintenance projects. Oversee outside contractors
undertaking renovation and maintenance work including plumbing, carpentry,
painting, plastering, heating and air conditioning, security and electrical
systems. Manage facility maintenance staff to ensure duties are performed in
a timely and efficient manner at the required level of quality

September 1997 – January 1999

PROJECT OFFICER at UNFAO – Food and Agriculture Organization of the
United Nations SARAJEVO

Responsible for set up and managing quality control of seed material,
establishment and functioning of main laboratory for quality control in B&H,
work organization with assistance of local experts in the lab, establishment of
co-operation with local and international certified laboratories, organization of
education for local experts in international laboratories, co-ordination with
Federal Ministry for Agriculture, administration and interpretation duties as
well as taking care about financial issues.

Maintaining high control standards and compliance with relevant procedures.
Management of employee performance and teamwork contribution.
Responsible for timely and accurate reporting to relevant stakeholders.

August 1996 – September 1997

TECHNICAL OFFICER at European Commission - ITALTREND –
Procurement Agents for European Commision/ ITALY

Reconstruction of schools, energy sector, apartments and health sector.
Co-ordination between the Main Office in Sarajevo, users and ministries in
charge, monitoring of distribution and acceptance of material and equipment
(trucks and ambulance vehicles), managing administration in the office and
interpretation for international staff.

Implementation of Japanese grant for delivery of Renault trucks to different
companies for road maintenance. Team member for preparation of truck
specification.

Education

October 2018

University of Sarajevo,

Master of Mechanical Engineering MAG/DIPL ING, Faculty of Mechanical
Engineering

May 2003

University of Sarajevo,

Bachelor of Science Mechanical Engineering DIPL ING, Faculty of
Mechanical Engineering

May 1989

High School Diploma, “Masinska tehnicka skola” Sarajevo

Project Management 2017

Agile Leadership workshop 2015

ITIL 2012-2014

NDSS-NAFS, 2010

NDSS,2009

MCSA SERVER 2003, 2009

CCNA-2008

NDSS SYSTEM ADMINISTRATOR,
2008

COMPTIA SERVER+,2005

COMPTIA A+,2004

Other

Driving license “B” category