



ALEKSANDAR POPOV

IT Support Specialist

Profile

CompTIA A+ certified professional specializing in bridging the gap between Western clients and local technical teams. If you're having trouble communicating with your foreign clients or employees, I'm the missing link in your enterprise. With over 5 years of cross-cultural, technical, and educational experience, I bring a unique blend of skills guaranteed to contribute to higher customer satisfaction and retention rates. Work permit exemption through marriage.

Work Experience

Lingo Leap (Family-Owned EdTech Startup) | 2023 - present | VIETNAM

IT Administrator/Head Teacher

- **Infrastructure Management:** Managed the end-to-end technical stack for a boutique online school, including WordPress maintenance, hosting configuration, and DNS management.
- **User Support:** Provided white-glove technical support for remote teachers and students, resolving webcam, microphone, and connectivity latency issues via remote desktop tools.
- **LMS Administration:** Administered the Learning Management System (LMS), managing Identity and Access Management (IAM) for 10+ staff and 100+ students (User Provisioning, Password Resets, RBAC).
- **Security Implementation:** Hardened the SOHO network and implemented data privacy practices (PII protection) for student records, ensuring basic compliance with privacy standards.
- **Instruction & Compliance:** Designed and delivered English curriculum to 100+ students, conducted interviews and teacher training, ensuring compliance and adherence to teaching requirements and standards.

Vinalearn (Public Schools) | 2020 - 2023 | VIETNAM

Math and Science Teacher/Teacher Trainer

- **Instruction & Compliance:** Delivered Math and Science curriculum in English to 2000+ students while auditing junior teachers on adherence to national compliance standards and teaching requirements.
- **Technical Training (Train-the-Trainer):** Conducted workshops for 20+ staff members on the effective use of interactive whiteboards (SmartTech), troubleshooting common driver/calibration errors to minimize classroom downtime.

Contact

 available upon request

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 Ho Chi Minh City

Expertise

Technical:

- **OS Administration:** Windows 10/11, Linux (Ubuntu CLI), Android.
- **Networking:** TCP/IP, DNS, DHCP, SOHO Router Configuration, VPN Setup, Wi-Fi Troubleshooting.
- **Hardware:** Desktop/Laptop Diagnostics, Component Upgrades (RAM/SSD), Printer Configuration, Peripheral Troubleshooting.
- **Security:** Malware Remediation (7-Step Process), Identity & Access Management (IAM), PII Data Protection, Antivirus Management.
- **Web Infrastructure:** WordPress Management, HTML/CSS Basics, Hosting/DNS Configuration (cPanel).

Operation & Process:

- **Cloud Operations:** AWS Certified Cloud Practitioner (In Progress), Core Services (EC2, S3, IAM), Shared Responsibility Model, Cloud Security Compliance.
- **Documentation:** SOP Creation, Knowledge Base Authoring, Technical User Guides, Incident Reports.
- **Training:** "Train-the-Trainer" Methodologies, End-User Onboarding, Security Awareness Training.

Tools & Platforms:

- **Admin Tools:** Google Workspace Admin, Active Directory Users & Computers (Home Lab).
- **Support Tools:** Remote Desktop (RDP), TeamViewer, AnyDesk,
- **EdTech:** Learning Management Systems (LMS) Administration
- **AI** - ChatGPT, Gemini (generative AI, vibe coding, web scraping).

Key Competencies:

- **Client Communication:** De-escalation techniques for high-stress stakeholders, translating technical jargon for non-technical users.
- **Cross-Cultural Liaison:** 5+ years experience bridging Western/Vietnamese business communications.
- **Languages:** English (Native/Bilingual Proficiency), Serbian (Native).

Education:

- **Bachelor of Economics:** School of Economics and Management Studies - Kragujevac, Serbia
- **Business English TEFL:** Oxford Teacher Training
- **CompTIA A+ Certified**
- **CompTIA Network+ (underway)**

Win Win Computers | (2016 -2019) | SERBIA

IT Support and Hardware Technician

- **Hardware Diagnostics:** Performed bench testing and troubleshooting on desktop/laptop hardware, diagnosing motherboard, PSU, and RAM failures for 50+ walk-in clients weekly.
- **OS Deployment:** Executed clean installations and data migrations for Windows 7/10 operating systems, ensuring driver compatibility and data integrity.
- **On-Site Field Support:** Deployed to client homes to configure SOHO routers, troubleshoot ISP connectivity issues, and perform malware remediation (virus/spyware removal).

Telekom Srbija/VIP Mobile | (2013 -2016) | SERBIA

Field Sales & Installation Technician

- **Technical Sales:** Consulted with residential clients to identify bandwidth needs and upsell suitable broadband/DSL packages.
- **CPE Configuration:** Assisted in the physical setup and provisioning of Customer Premise Equipment (Modems/STBs), verifying signal strength and service activation.

Personal Projects

Enterprise Infrastructure Lab (VirtualBox)

- **Active Directory Deployment:** Deployed a Windows Server 2019 Domain Controller in a virtualized environment. Configured Active Directory Users & Computers (AD DS), managed User/Group permissions, and implemented Group Policy Objects (GPOs) to enforce security settings.
- **Network Administration:** Simulated a corporate network topology, configuring DNS and DHCP roles to manage IP addressing and hostname resolution for connected client machines (Windows 11/Linux).

Cybersecurity Forensics (Mobile Verification Toolkit)

- **Digital Forensics:** Utilized the Mobile Verification Toolkit (MVT) via Linux CLI to analyze Android backup files. Scanned for Indicators of Compromise (IOCs) related to known spyware threats (Pegasus/Predator), verifying device integrity and data privacy.

Cloudflare Serverless Website

- **Workers:** Serverless deployment using Astro & Tailwind. CI/CD pipeline integrated via GitHub Actions. Optimized for edge performance.