

Milos Draskovic

TECHNICAL SUPPORT ENGINEER

Belgrade, Serbia | +381600178093 | contact@milosdraskovic.com

About

I am a Technical Support Engineer with over six years of experience resolving complex problems in enterprise SaaS environments. I have a strong background in debugging API and SDK integrations, working with GitHub repositories, and supporting products used by developers. I am comfortable reading code, handling issues on my own, and working well with remote teams.

Experience

Incode | Technical Support Engineer 2022 - Present

- Handled support tickets from 400+ customers across dashboard, API, SDK, and no-code integration and production issues
- Debugged customer implementations by inspecting code, API payloads, error logs, and integration configurations using Postman, Grafana, and various IDEs (Xcode, Android Studio, VS Code)
- Utilized an internally trained AI agent to accelerate ticket resolution and contributed to improving its training data
- Wrote and maintained internal knowledge base documentation to reduce repeat escalations
- Assisted pre-sales solutions engineers in onboarding new enterprise clients integrating identity verification SDKs

CCBill | Merchant Support Specialist 2020 - 2022

- Assisted merchants with payment API and checkout setups on their websites. Resolved issues by inspecting API payloads and their integration configurations
- Gave priority technical support to VIP merchant accounts, resolving billing, integration, and platform issues within SLA
- Mentored and trained new support agents on troubleshooting processes and escalation steps
- Helped developers with API documentation, webhook setup, and payment form customization

Education

Academy of Technical and Art Applied Studies 2025

Master of Applied Sciences in Electrical and Computer Engineering

Skills & abilities

- Support Platforms: Intercom, Zendesk, Jira Service Management
- Developer Tools: Git, GitHub, VS Code, Xcode, Android Studio, Postman
- Web: HTML, CSS, JavaScript, React, Next.js, Markdown
- APIs & Data: RESTful APIs, SQL, Webhooks
- Monitoring: Grafana, Papertrail