

Kenan Čopra

IT Support Specialist · Junior System Administrator · Full-Stack Developer

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IT support specialist and full-stack developer with hands-on experience supporting users, laptops, printers, network connectivity and workplace technology in live-event and office environments. Experienced in equipment deployment, inventory management, structured troubleshooting, operational documentation and support of business-critical digital systems. Additional software engineering experience with C#, .NET, TypeScript, Next.js, Flutter, Docker, AWS and Firebase.

TECHNICAL SKILLS

IT SUPPORT

Troubleshooting · Windows & Linux · Hardware & printers · Networking · Deployment & inventory · Documentation

DEVELOPMENT

C# · TypeScript · JavaScript · Python · SQL · Dart

WEB & BACKEND

Next.js · React · Flutter · Angular · .NET / ASP.NET Core · Node.js · REST

DATA & DEVOPS

PostgreSQL · MySQL · Firebase · Docker · AWS EC2 · CI/CD

EDUCATION

B.Sc. Software Engineering

University “Džemal Bijedić” of Mostar
2020 — Present · Degree in progress

Computer Science & Informatics

High School of Electrical Engineering, Sarajevo
2016 — 2020

LANGUAGES

Bosnian Native
English Professional working

HIGHLIGHTS

Published npm security tool (@knok/vibe-check)
Full-stack: .NET, Next.js, Flutter, Docker/AWS

PROFESSIONAL EXPERIENCE

IT Coordinator (Contract) · Sarajevo Film Festival Jul 2026 — Sep 2026

- Coordinated IT operations and equipment across festival venues; ran the equipment lifecycle with full inventory records.
- Supported festival digital systems, network services and live Box Office operations.

Customer Support Agent · Mplus May 2025 — Nov 2025

- Delivered phone and chat support in Bosnian and English with structured troubleshooting.
- Documented interactions and managed multiple requests while maintaining resolution quality.

IT Assistant · Sarajevo Film Festival Jul 2024 — Sep 2024

- First-line support for laptops, printers, connectivity and workplace technology.
- Built a custom RSVP application to streamline event-invitation management.

Volunteer Coordinator Assistant · Sarajevo Film Festival Jun 2023 — Sep 2023

- Supported volunteer teams, staff and guest communication during daily festival operations.

Programmer · Startup Game Studio 2018 — 2019

- Developed game environments and AI functionality using C#, C++ and Python.

SELECTED PROJECTS

SFF Accreditations & VAC Platform PRIVATE 2026

One platform replacing two legacy systems: a Flutter Web admin, a Flutter mobile scanner, and a .NET 10 API with Clean Architecture — deployed on AWS.

SFF PC Usage Tracker LIVE 2026

A privacy-respecting fleet-monitoring system for rented festival PCs. A C# Windows service reports activity to Firestore; an admin dashboard tells staff which machines to keep, review, or drop.

Vibe-Check NPM 2026

A local-first security scanner for AI-generated web apps. 23 detection rules, 4 report formats (incl. SARIF), works fully offline. Published on npm as @knok/vibe-check.

Emberforged LIVE 2026

A dark-forge deckbuilding roguelike in the spirit of Slay the Spire. 60+ cards, 33 enemies, 30 relics, 3 acts — seeded runs, built with Next.js 16 & Zustand.