

Dragan Doncic

IT Manager Assistant | Full-Stack Web Developer

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PROFESSIONAL SUMMARY

IT professional and full-stack web developer based in Kotor, Montenegro, with hands-on experience supporting hotel operations, network infrastructure, workstations, business systems and IP surveillance. Comfortable troubleshooting, installing equipment and supporting end users, and experienced in building modern, production-ready websites. I work reliably and independently, assist with technical projects and resolve issues in live operational environments.

EXPERIENCE

IT Manager Assistant

Aug 2025 — Present

Hyatt Regency Kotor Bay Resort · Kotor, Montenegro · On-site · Full-time

- Support day-to-day hotel IT operations across guest-facing and back-office systems, keeping essential services available for staff and guests.
- Install, configure and maintain wired and wireless network equipment, including D-Link and Ruckus access points and switches.
- Troubleshoot workstations, laptops and user accounts; join and remove computers from the domain; install and resolve printer issues.
- Support Microsoft 365, Outlook, Opera PMS (Opera V5) and in-room TV / Chromecast systems, including room mapping.
- Install and configure Hikvision IP surveillance cameras and assist with hardware, software and network projects.
- Document and communicate technical faults, coordinate with vendors and support hotel departments and end users.

Dive Operations, Equipment & IT Support

Jun 2026 — Present

Boka Diving Academy · Prčanj, Kotor · Hybrid · Part-time

- Assist with dive operations and preparation and support the maintenance and organization of diving equipment.
- Provide technical and IT support and help maintain the academy's website and digital presence.
- Support marine-conservation activities and day-to-day operational organization.

Full-Stack Web Developer

Jan 2023 — Present

Freelance · Kotor, Montenegro · Remote

- Design and build responsive, bilingual websites for local organizations, tourism businesses and personal products, with a focus on clean UI/UX and performance.
- Work with HTML, CSS, JavaScript, React and TypeScript; deploy and maintain sites on Netlify with custom domains.
- Handle SEO, accessibility, production troubleshooting and ongoing maintenance, communicating directly with clients.

IT Technician

Jul 2024 — Aug 2024

Hyatt Regency Kotor Bay Resort · Kotor, Montenegro · On-site · Seasonal

- Provided hands-on support for hotel workstations, printers, network devices and guest-room technology.
- Installed and configured Windows and domain-connected computers and helped deploy and replace equipment.
- Diagnosed hardware, software and connectivity issues for hotel departments.

IT Assistant

Jul 2023 — Aug 2023

Hyatt Regency Kotor Bay Resort · Kotor, Montenegro · On-site · Seasonal

- Assisted the IT team with daily support for employees, devices and hotel systems.
- Prepared and set up computers, workstations and printers and helped with basic troubleshooting, inventory and documentation.

VOLUNTEERING & COMMUNITY SERVICE

Volunteer Firefighter

July 2024 — Present

Dobrovoljno Vatrogasno Društvo Tivat

Disaster and Humanitarian Relief

SKILLS

IT operations

Windows · Microsoft 365 · Outlook · User & workstation support · Hardware troubleshooting · Printer support · Domain environments · Hotel IT operations

Systems & security

Opera PMS / Opera V5 · Hikvision IP cameras · CCTV installation & configuration · User account support · Device configuration

Networking & infrastructure

LAN / WLAN · D-Link · Ruckus · Routers & access points · DHCP · Basic VLAN knowledge · Network troubleshooting · Structured cabling support

Web development

HTML · CSS · JavaScript · React · TypeScript · Responsive design · Netlify · Git / GitHub · SEO · Accessibility

SELECTED PROJECTS

Boka Diving Academy

bokadive.com

Bilingual website for a CMAS diving academy in Boka Bay.

Vite · Bilingual (ME/EN) · Netlify

LoveFrame

loveframe-experience.netlify.app

Personalized digital-gift experience delivered via private link or QR code.

Vite · Mobile-first · Netlify

Kotor Bay Whispers

kotor-bay-whispers.netlify.app

Tourism site for private traditional boat tours, with a mobile-first contact journey.

Vite · Mobile-first · Netlify

dragandoncic.com

dragandoncic.com

This bilingual portfolio — static-rendered, SEO-hardened, EN/ME.

React · TypeScript · Vite · Netlify

EDUCATION

Srednja Mješovita Škola “Mladost”

High School Diploma

Electrical Technician for Web and Mobile Application Development

September 2021 — May 2026 · Completed

CERTIFICATIONS

CMAS Two-Star Diver (R2)

Croatian Diving Federation

Issued April 2026

DIVING SPECIALITIES

Search and Rescue Diver · Deep Diving Speciality · Night Diving Speciality

ADDITIONAL QUALIFICATIONS

First Aid · Compressor Operator

LANGUAGES

Montenegrin / Serbian / Bosnian / Croatian

Native

English

Professional working proficiency