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Belgrade, Serbia

// TECHNICAL

- Payment gateway API integration and payload testing
- Linux servers, cloud infrastructure and DNS (9+ domains)
- SQL debugging, n8n automations and CRM integrations
- Incident management, runbooks and platform uptime

// BUSINESS

- BRDs for smart routing and platform launches
- Payment provider escalations and dispute resolution
- Checkout optimization and acceptance rates
- Enterprise SLAs, merchant onboarding and leadership

// SOFT SKILLS

- Stakeholder communication
- Problem-solving under pressure
- Ownership and accountability
- Clear written documentation
- Mentoring and cross-team coordination

// LANGUAGES

- Serbian (native)
- English

MILOS IVKOVIC

Technical Operations Lead

// SUMMARY

Technical operations lead specializing in payment orchestration, high-risk processing and headless e-commerce. I bridge commercial strategy and engineering: writing BRDs for smart routing engines, integrating multi-rail payment gateways, and keeping production infrastructure running as the business grew past break-even.

// EXPERIENCE

TECHNICAL OPERATIONS LEAD

Numinio / Numinous Group | Jun 2025 – Present

- Sole technical operations lead across a high-risk payment orchestration platform (Numinio) and digital goods portfolio, scaling to €125k MRR and operational break-even in 8 months.
- Led integration testing and routing across 5+ payment rails (cards, SEPA, vouchers, crypto), maintaining API payload health that delivered +14% acceptance rates and an 80%+ chargeback win rate.
- Architected and deployed headless multi-brand storefronts on Medusa, optimizing checkout latency and catalog management for high-velocity gift card and voucher stores.
- Authored end-to-end BRDs for smart payment routing rules and new gateway integrations while running cloud infrastructure, Linux servers, and DNS across 9+ production domains.
- Built automated merchant onboarding pipelines linking Pipedrive CRM to Notion via n8n, eliminating manual handoffs between BD and technical integrations across 200+ signed merchants.

TECHNICAL OPERATIONS SPECIALIST

AdmiralBet (alongside Numinous Group) | Oct 2025 – Jan 2026

- Resolved live incidents on a regulated betting platform during peak events, from message-queue failures to odds-feed drops.
- Set up a Jira incident process connecting IT support and DevOps, and a Confluence knowledge base of triage runbooks.

TECHNICAL SUPPORT LEAD

Intelisale | Jan 2024 – Jun 2025

- Led a 4-person technical support team for an enterprise B2B SaaS platform.
- Owned escalations and client meetings for enterprise accounts including Würth, Bomax, Tri O and Enmon, within strict SLAs.
- Traced bugs with SQL, API payload analysis and Android debugging tools, and wrote the procedures the team worked from.

IT SUPPORT SPECIALIST, EMEA

Kuehne+Nagel | Jun 2022 – Dec 2023

- Supported enterprise IT across EMEA branch offices for one of the world's largest logistics companies.
- Designed the region-wide procedure for user onboarding and access management.

SEAFREIGHT OPERATIONS SPECIALIST

Kuehne+Nagel | Sep 2021 – Jun 2022

- Handled sea-freight documentation, bills of lading and customs filings with zero shipment release delays.