

Astrit Çepele

Techie | Network Administrator

Electronic Engineer and CCNA certified with large knowledge and interests in data network and security. Started my career working for ISPs and now holding a proactive position in a small company offering VoIP service. The other part of my day is spent in volunteering, sports, socializing and social networks. Confident, self-disciplined, ambitious, curious, results-driven to create technological solutions on everything we interface.

✉ email@astritcepele.me

📞 +355696162777

📍 Tirana, Albania

🌐 astritcepele.me

🌐 linkedin.com/in/astrit-çepele

WORK EXPERIENCE

NOC

BWB Sh.p.k

02/2017 – Present

Tirana

BWB Sh.p.k is a VoIP provider operating in the Retail, Wholesale and CC market along 150 interconnections since 2014. Web: bwbalkans.al

Tasks and Achievements

- Ensured stability and availability of VoIP routes by regularly monitoring statistics and CDRs, trouble-shooting potential problems, and directly contacted via Email, Skype and Cellphone vendors for immediate resolution.
- Identified and reduced repetitive tasks for all departments by applying new tools and collaborating with Softswitch providers into implementing new features.
- Installed and maintained all IT office devices and increased internal security by strengthening firewall rules and introducing new security policies for the staff to deal with social-engineering and password managements.
- Hands on Softswitches: M2 Kolmisoft, Digitalk, VOS 3000 and PBX: FreePBX.
- Provided training and consultation for new and less experienced team members.
- Organized weekend sport events that increased companys team work and collaboration.

Internship

Huawei Technologies

05/2016 – 06/2016

Tirana

Huawei Technologies it is an outsourcing company in Albania and collaborates with every Vodafone Albania, Eagle Mobile and Telekom Albania.

Technologies:

- During the three week student internship I was introduced to several equipment for Mobile Broadband Communication (2G, 3G, LTE), Optical Transmission (DWDM) and Core Network (MSOFT, UMG, SDB).

Helpdesk Technician

Multiservis Sh.p.k

11/2015 – 04/2016

Tirana

Multiservis Sh.p.k was a outsourcing company in collaboration with Sielte S.p.A. I worked at the department Vodafone Italia. Web: multiserviscenter.al

Tasks

- Diagnosed and corrected second level networking issues: saturated links, MUX, Bandwidth speed, Wireless communication, DNS Managements.
- Prioritized and escalated issues to the proper department when required.
- Closed over 150 job tickets/day using the WOM ticketing system which also includes following up with costumers via e-mail and phone to ensure jobs were completed to their satisfaction.

EDUCATION

Electronics Engineering

Polytechnic University of Tirana

10/2013 – 09/2016

GPA: 8.65/10

SKILLS

SIP

TCP/IP

UDP

VoIP

Wireshark

Cisco Technologies

Routes

Switches

MikroTik

Packet Tracer

Security

Python

HTML

CSS

Wordpress

Design

Electronics

Telecommunications

Microsoft Office/Libre Office

ADDITIONAL ACTIVITIES

IT Consultant

- Advised Call Centers in Tirana to the technologies to reach the right audience, increase staff productivity, that resulted in less expenditures.

Website Designer and Developer - Wordpress

- Websites: u1st.it ; adler.al ; balkantrade.al

ACHIEVEMENTS

Highest Grade in my university class

LANGUAGES

Albanian



English



Italian



CERTIFICATES

CCNA Routing and Switching

CyberSecurity

Title Mobility Fundamentals Series :
Wireless Technology and Standards