



After successfully completing my commercial training, I have been working in ICT support at Swisscom for 2 years.

I was able to get up to speed quickly and learned a lot in a short space of time. During this time, I also completed several further training courses to further deepen my specialist knowledge. I began my career as a box mover, but have steadily worked my way up to ICT Supporter.

In addition to my support tasks, I also do increasingly demanding engineering work, which further strengthens my technical expertise.

Professional Experience

02.2023 – now

ICT Supporter, Swisscom (100%)

- Installation and deinstallation of IT devices and infrastructure
- Perform first login with end customers
- Enter and document orders
- Wipe PCs
- Stage PCs
- Rollout on site at the customer's premises
- Deliver and collect devices
- Isolate and resolve faults on site
- Project manager for rollouts
- Test new PCs
- Integration of new PCs

07.2022 – 01.2023

Clerk, Kantonsspital Bruderholz (Zivildienst) (100%)

- Processing of patient admissions and discharges
- Sending of reports
- Controlling
- Digitalisation

11.2021 – 06.2022

Childcare, familiea Kita (Zivildienst) (100%)

04.2020 – 10.2021

Clerk, Arbitration board for rental disputes Basel-Stadt (80%)

- Information on the telephone
- Recording cases and drawing up plans for negotiations
- Serving as a bailiff
- Processing mail

02.2020 – 03.2020	Clerk, Manor AG in Basel: Temporary job administrative (100%) <ul style="list-style-type: none"> - Responsibility for the correct labeling of products that appear online - Research and ensuring online placement
08.2019 – 12.2019	Clerk, Manor AG in Basel: Temporary job administrative (100%) <ul style="list-style-type: none"> - Recording of new articles and processing of orders with the relevant houses and suppliers.
08.2016 – 07.2019	Apprenticeship as a businessman EFZ, Christoph Merian Stiftung in Basel: <ul style="list-style-type: none"> - Assistance in property management - Contacts with tradesmen and tenants - Handover and acceptance of apartments - Correspondence and administration - Postal service, administration of office supplies - Staffing the reception - Processing of creditors and debtors - Cash management - Processing of funding applications - Writing of meeting minutes - Sales support, organization of events - Marketing assistance

Education

2016 - 2019	Apprenticeship as a businessman, Handelsschule KV Basel, B-Profil
2018 - 2019	E-Commerce (Webdesigner)
2023 - 2024	Coding (HTML/CSS and Javascript)

Knowledge and Skills

MS Office	■■■■■■■■■■	DFO	■■■■■■■■
Abacus	■■■■■■■■	Photoshop / Illustrator	■■■■■■■■
Google Analytics	■■■■■■■■■■	Adobe Premiere Pro	■■■■■■■■■■
E-Mail Marketing	■■■■■■■■	Wordpress	■■■■■■■■■■
Social Media	■■■■■■■■	Polypoint	■■■■■■■■
Coding	■■■■■■■■	Webdesign	■■■■■■■■

Language Skills

Deutsch	■■■■■■■■■■
English	■■■■■■■■
Albanian	■■■■■■■■■■
French	■■■■■■

Interests

Sport, reading and religion

Stays abroad

01/10/2017-15/10/2017	Language and Culture trip in England Language school EF London, English
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Personal details

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Married

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