Fatmirs Shurdha

+355672470354 | mirishurdha25@gmail.com | Tirane, Albania

Experience

IT Helper | 12/2023 - 03/2024 | ESA Technologies | Tirane, Albania

- Provided technical support and solutions to various companies, ensuring the smooth installation, operation, and maintenance of computer networks and communication systems.
- Troubleshot and resolved technical issues promptly, minimizing downtime and ensuring the efficient functioning of IT infrastructure for clients.
- Managed IT service management processes, adhering to industry best practices and ensuring timely resolution of technical issues.
- Conducted computer maintenance activities, including hardware and software troubleshooting, system updates, and virus protection.
- Proficient in Microsoft Office suite, utilizing its tools for efficient documentation and communication.

Full-Stack Developer | 01/2023 - 03/2024 | Infosol | Tirane, Albania

- Developed full-stack applications using PHP and the Laravel framework, leveraging my strong understanding of JavaScript, HTML5, CSS3, Tailwind CSS, and AlpineJS frameworks.
- Utilized MySQL databases to efficiently store and retrieve data, ensuring optimal performance and reliability of applications.
- Demonstrated proficiency in using tools such as PhpStorm, GIT/GitHub, and Docker, streamlining the development and deployment processes.
- Collaborated with cross-functional teams to deliver high-quality software solutions, meeting client requirements and exceeding expectations.
- Maintained clean and efficient code, following best practices and industry standards to ensure scalability and maintainability of applications.
- Conducted thorough testing and debugging of code, promptly identifying and resolving issues to ensure smooth functionality and user experience.
- Actively participated in code reviews, providing valuable feedback and suggestions for improvement to enhance the overall quality of the codebase.
- Stayed updated with the latest technologies and trends in full-stack development, continuously expanding my knowledge and skills to deliver cutting-edge solutions.

IT Support Specialist | 11/2019 - 03/2024 | Recall | Tirane, Albania

- Provided comprehensive technical support to both onsite and remote end-users, resolving computer problems and answering questions via ticketing system, telephone, email, and in-person interactions.
- Deployed and set up computers, monitors, printers, and other peripherals, ensuring proper installation of cables, operating systems, hardware, and software.
- Demonstrated expertise in Chrome OS, Microsoft Windows Server 2016/2019, and Microsoft Windows Active Directory, effectively troubleshooting and resolving issues related to these systems.
- Administered cloud-based SaaS applications such as Google Workspace, O365, and Slack, ensuring smooth operation and user access.
- Utilized experience with Microsoft O365 (Outlook, Word, and Excel) to provide support and guidance to end-users.
- Configured and troubleshooted PC hardware and Chrome OS devices, ensuring optimal performance and functionality.
- Possessed a strong understanding of TCP/IP networking principles, enabling effective troubleshooting and problem-solving.
- Maintained clear and concise documentation of technical issues and resolutions, facilitating knowledge transfer and ensuring efficient support processes.

Intership + Full Time | 01/2018 - 03/2024 | Inovacion Shpk | Tirane, Albania

- Completed an internship at INOVACION, gaining valuable experience in web development and transitioning to a full-time role.

- Demonstrated a strong understanding of JavaScript, jQuery, HTML5, and CSS3, utilizing these skills to develop interactive and visually appealing websites.
- Collaborated effectively with team members, utilizing Git/Github for version control and seamless collaboration.
- Applied knowledge of the Bootstrap framework to create responsive and mobile-friendly web designs, enhancing user experience.
- Actively participated in code reviews, providing constructive feedback to improve code quality and maintainability.
- Proactively sought opportunities to expand knowledge and skills in web development, staying up-to-date with industry trends and best practices.
- Consistently met project deadlines and delivered high-quality work, ensuring client satisfaction.
- Maintained a strong attention to detail, resulting in error-free code and polished final products.

Education

Computer Science | University "Ismail Qemali" | 01/2019 | Vlore, Albania

2015 - 2019 Bachelor Computer Science
University "Ismail Qemali", Vlore