



Ilirjan Prevazi

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Gender: Male **Date of birth:** 28/01/1997 **Nationality:** Albanian

WORK EXPERIENCE

[05/12/2022 – Current]

Technical Customer Support

Kalemi Code <https://app.publer.io/#/>

City: Tirana

Country: Albania

1. Responded to customer inquiries and technical support requests.
2. Troubleshoot software issues with API, and website meta tags.
3. Explained complex technical concepts to customers.
4. Trained and guided customers on software product use.
5. Monitored and followed up on open cases.
6. Collaborated with the development team on software improvement by escalating customer feedback and bug reports.
7. Maintained up-to-date knowledge base and Help Center.

[01/12/2020 – Current]

IT Help Desk

Sisal SPA <https://www.sisal.it/>

City: Tirana

Country: Albania

1. Managed AD & Exchange user accounts for secure resource access
2. Assigned Office Licenses from Microsoft 365 Admin Center
3. Created and managed shared mailboxes for seamless communication
4. Installed new software on work computers to support employees
5. Troubleshoot connectivity, PC, software, hardware, & printer issues
6. Managed devices with Microsoft Endpoint Manager and BYOD/Intune
7. Resolved VPN connection issues & managed VPN user accounts
8. Provided support for work apps for employees' effectiveness
9. Maintained inventory of laptops, desktops, monitors, printers, etc.
10. Consistently updated internal knowledge base for employee efficiency.

[13/03/2020 – 01/12/2020]

Technical Support Representative

5CA 5ca.com

City: Remote

Country: Albania

1. Responded to player inquiries and resolved game-related issues via email.
2. Provided feedback on bugs and game improvements to the studio.
3. Offered support for 17 mobile games to enhance player enjoyment.
4. Guided players through troubleshooting and optimized their gaming experience.
5. Assisted players with payment and privacy-related issues.
6. Tested and reviewed new games and levels before public release.

[14/06/2018 – 20/01/2020]

Technical Support Representative

Teleperformance <https://teleperformance.com/en-us/>

City: Tirana

Country: Albania

1. Assisted users with hardware and software issues for different operating systems (iOS, MacOS, Android, and Windows), providing support in both English and Italian.
2. Forwarded feedback received from clients regarding the device operating system, bugs, and hardware issues to the relevant department, contributing to the continuous improvement of the products.
3. Assisted with account authentication and password recovery.
4. Maintained high KIP (Key Performance Indicator) scores, demonstrating my commitment to providing exceptional customer support.

[17/06/2017 – 26/02/2018]

Customer Support Representative

Assist Digital <https://www.assistdigital.com/en/>

City: Tirana

Country: Albania

1. Worked on implanting new services to attract new potential clients
2. Assisted customers with inquiries, issues and concerns by providing relevant information in English and Italian
3. Worked on team projects for new products and services available to clients
4. Responded to 30 phone calls per day: solving any issues, assisting clients with any questions, processing refunds and offering personalized responses

[21/12/2015 – 27/06/2017]

Sales Representative / Client Management

ProMarketing <https://www.promarketingal.com/>

City: Tirana

Country: Albania

1. Worked with Vodafone clients, offering better deals and new products
2. Contacted potential new clients explaining the advantages of the proposed offer
3. Worked in direct Contact With the Marketing Team offering the feedback received from the clients and potential clients to adjust the campaign deals

LANGUAGE SKILLS

Mother tongue(s): Albanian

Other language(s):

English

LISTENING C2 READING C1 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Italian

LISTENING C2 READING C1 WRITING C1

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

DIGITAL SKILLS

Web Development: HTML 5, CSS, JavaScript | Social Media | Zendesk | BOOTSTRAP 3/4
| Google: Gmail, Google Drive, Google Docs, Google Sheets, Google Slides. | Microsoft
office(WordExcel Powerpoint Outlook) | Windows, MacOS, Linux(wsl) | Android IOS |

COMMUNICATION AND INTERPERSONAL SKILLS

Personal Skills

1. Teamwork
2. Problem-Solving
3. Handling conflict
4. Quick learner
5. Excellent written and communication skills
6. Time management and organizational skills
7. Positive Attitude
8. Active Listening
9. Adaptability
10. Empathy

HOBBIES AND INTER- ESTS

Programming

As a junior web developer, I am passionate about programming and exploring the latest advancements in web development. My hobbies include coding and building websites using HTML, CSS, JavaScript, and React.

My goal is to become a full-stack web developer, and I am dedicated to continuously improving my skills and knowledge in this field.

Technology enthusiast

I have a strong interest in staying up-to-date with the latest advancements in technology and products. I am fascinated by the various aspects of technology, including software, hardware, social impact, and how the ways information is being delivered and improved.

In my leisure time, I enjoy exploring new devices and software, and keeping a close eye on the latest innovations in the field.

Gamer

As a dedicated gamer, I have a strong passion for playing a wide variety of video games, including RPG, FPS, strategy, TPS, puzzle, and simulation games. A significant portion of my leisure time is devoted to gaming and experiencing the latest titles.

I particularly enjoy playing multiplayer games, as it provides an opportunity for me to engage with friends and share my gaming experiences.