



Gezim Laze

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Gender: Male **Date of birth:** 19/06/1995 **Nationality:** Albanian

ABOUT ME

I pride myself on being a hard worker, always dedicated to delivering results. My ability to quickly grasp new concepts and adapt allows me to tackle challenges efficiently.

EDUCATION AND TRAINING

[13/09/2010 – 07/07/2014]

Vocational School for Electronic Technician

Electronic Technician in High School "Gjergj Canco" [https://www.google.com/maps/place/Shkolla+Teknike+Elektrike+"Gjergj+Canco"/@41.3165693,19.7882183,15z/data=!4m5!3m4!1s0x0:0xbb4ded93cc95802e!8m2!3d41.3165693!4d19.7882183](https://www.google.com/maps/place/Shkolla+Teknike+Elektrike+)

Address: Rruga Bedri Karapici 20, Tirana, Albania, 1001, Tirana, Albania |

[15/10/2014 – 28/09/2017]

Bachelor's degree

Accounting in University "Ismail Qemali" <http://univlora.edu.al/>

Address: Skelë, Rruga Kosova, Vlorë 9401, Albania, 9401, Vlore, Albania |

WORK EXPERIENCE

[20/06/2011 – 01/09/2013]

Electronics technical

Security System

Address: SARANDE, SARANDE, 9700, SARANDE, Albania | **Name of unit or department:** Security Installation | **Business or sector:** Construction

Security Camera installation

1. Drill the appropriate holes.
2. Passing the camera cable in the object.
3. Thread the wiring back to the monitoring source.
4. Configuring the cameras in the monitoring source.

Security Fire installation

1. Passing the fire cable in the object.
2. Installing the fire detectors.
3. Configuring the fire panel.

Security system installation

1. Drill the appropriate holes.
2. Thread the wiring back to the security system device.
3. Setting up the security system device.

House electrical system installation

1. Drill the appropriate holes.

2. Placing the switches, lights and receptacles.
3. Thread the wiring back to the service-panel.
4. Setting up the service-panel.

[14/03/2022 – 15/04/2023] **IT Support Technician**

Mistiana Gjoni gjoni.al

Address: RRUGA PESHKATARI, 9700, SARANDE, Albania | **Email address:** info.gjoni@gmail.com | **Name of unit or department:** IT Department | **Business or sector:** Electricity, gas, steam and air conditioning supply

- Diagnose and troubleshoot hardware, software, and network issues for end-users.
- Install, configure, and maintain desktops, laptops, printers, and other peripherals.
- Provide remote and on-site support for users, ensuring timely issue resolution.
- Collaborate with the IT team to implement and maintain IT policies and procedures.
- Conduct user training sessions to enhance IT literacy and promote best practices.
- Maintain accurate records of IT assets, configurations, and issue resolutions.

[01/11/2017 – 28/02/2022] **IT Support Technician**

Supermarket Alfa

Address: RRUGA ONHEZMI, LAGJA NUMBER 3, 9700, SARANDE, Albania | **Email address:** supermarket_alfa@yahoo.com | **Name of unit or department:** IT Department

- Provide first-line technical support to end-users, resolving hardware and software issues promptly.
- Install, configure, and troubleshoot computer systems, printers, and other peripherals.
- Collaborate with other IT professionals to ensure the seamless operation of networks and servers.
- Maintain accurate documentation of IT procedures, troubleshooting steps, and issue resolutions.
- Conduct user training sessions to enhance IT literacy and promote best practices.
- Proven track record of diagnosing and resolving hardware and software issues
- Participate in on-call rotations to address critical IT issues outside regular business hours.

[01/02/2023 – 31/07/2023] **Promotions manager**

Helius Business Management helius.al

Address: RRUGA ONHEZMI, LAGJA NUMBER 3, 9700, SARANDE, Albania | **Email address:** info@helius.al | **Name of unit or department:** Business Management | **Business or sector:** Financial and insurance activities

- Developed a comprehensive paid acquisition strategy across Google, Facebook, Instagram and Online Travel Agency.
- Creating promotions and advertisements for the businesses.
- Creating ways so our businesses could have the best rates on the OTA's.
- Advising the business management to supervise the staff and help with the customer issues.

[14/05/2023 – Current] **Web developers**

Freelancer

City: Sarande | **Country:** Albania

Creative Design

- Harnessing creativity and attention to detail, i bring ideas to life through captivating visual concepts, elegant layouts and innovative graphics that resonate with your audience and elevate your brand.

User Interface

- With expertise in various programming languages and technologies, i develop robust and scalable solutions to power your digital presence. From frontend frameworks to backend architecture.

LANGUAGE SKILLS

Mother tongue(s): Albanian

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B1

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Financial Programs

Financial programs | Analytical skills | Accountant Programs | Alfa Business Accounting Program | Financa 5 Albania

Microsoft Office

Microsoft Office | Microsoft Word | Microsoft Powerpoint | Microsoft Excel | Power Point

Marketing and Publicity

Written and Verbal skills | Social network marketingadds | Creativity | Marketing and publicity | Video Making and Video Editing | Social Media | Marketing & Advertising | Advertising campaigns | Adobe Photoshop

Personal Skills

Organizational and planning skills | Motivated | Team-work oriented | Flexibility | Good listener and communicator | Decision-making | Strategic Planning | Responsibility

Web Development

React JS/ React Native Basic | HTML language | CSS language | JavaScript | NEXT JS | Php language | MySQL (osnovni pojmi) | Basic 3D modelling (Blender) | Photoshop And Figma

IT Support

Windows (Windows XP, Windows /vista, windows 8, windows 8.1, Windows 10) | Google Docs | Network Maintenance and Troubleshooting | WAN/LAN | software installation

DRIVING LICENCE

Cars: B 19/08/2019 – 18/08/2029

PROJECTS

[04/02/2023 – 10/06/2023]

Freelance Web Designing

- Worked with clients to understand their business goals and translate them into creative and functional website designs.
- Utilized graphic design tools, such as Adobe Creative Suite, to create custom graphics and layouts.
- Developed and maintained client websites, ensuring regular updates and enhancements.
- Provided ongoing technical support and troubleshooting for website-related issues.

Link: <https://termont.al/>

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

1. Active listening.
2. Being able to understand and empathize with others.
3. Building lasting relationships.
4. Ability to work like a team and help to manage the different situations.
5. Operating Systems: Windows, macOS, Linux
6. Hardware: Desktops, Laptops, Servers
7. Networking: TCP/IP, DNS, DHCP
8. Software: Microsoft Office Suite, antivirus programs, remote support tools
9. Troubleshooting: Diagnosing and resolving hardware and software issues
10. Customer Service: Providing excellent support with a customer-centric approach
11. Ability to except challenges
12. Ability to work in difficult terrain.
13. Flexible working hours including overtime and weekends if and when required.
14. Excellent knowledge of Internet, POS Machine, Accounting Programs.
15. Ability to create video design and advertisements.
16. Good knowledge in web development.
17. Business Management.
18. Marketing Management.