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## OBJECTIVE

I plan on making a long and fulfilling career in the IT field as either an IT technician or a Software Developer. Hoping to find the right company I can work and stay with for a long career.

# JOSEPH GJETO GJELAJ

## EXPERIENCE

- **Link Engineering Company/IT Help Desk** April 2023 – December 2024) – While working as an IT Help Desk agent I helped customers with hardware, software, and network connectivity. Aswell as Ticket Managing user account management, including resetting passwords, setting up new user accounts, and granting or revoking system access. System Maintenance and Updates and Documenting Issues and Solutions.

## EDUCATION

**Wayne Community College – Detroit, MI 48226**

- Computer Information Systems – A.A.S
- Minor Computer Science

## IT TECHNICIAN SKILLS

- Networking+
- Operating Systems
- Customer Service
- Programming
- Installing hardware and software
- Handheld Devices such as phones and tablets etc.
- Data Servers/SQL
- Windows/Mac
- CompTIA A+
- Security+

## SOFTWARE DEVELOPMENT

- Github
- Javascript/PERL
- C
- C++
- C+
- Java
- Python
- SQL
- Databases
- CSS/HTML
- EXCEL
- Node.js/Vue.js