

DENIS PEÇI

I combine IT experience with creative problem solving and analytical thinking. I apply customer service concepts to IT to improve user experience for clients.

EXPERIENCE

Teleperformance, Tirana – *Mac+ Apple Advisor*

June 2019 - May 2020

- Tailored customer support and technical advice, covering several issues and situations.
- Troubleshooted issues or technical problems for guests.
- Documented case information and required details for each call, keeping with company confidentiality agreement and codes.

Albanian Gaming Arena, Tirana – *Operator*

15, August 2018 - December, 2018

- Optimized store organization and efficiency.
- Tailored customer service for guest needs and requests.
- Managed and oversaw several different technological devices and machines.

E-Electronics, Gjirokaster – *IT technician*

3, April, 2018 - 6, August, 2018

- Troubleshooted all devices while providing hands-on experience with computer and phone parts.

Teleperformance, Durres – *Customer Support*

6, September 2016 - 29, March 2017

- Attentive customer support and guest relations.
- Advised clients with decision making and purchases, aiding with budget restrictions.
- Structured the workflow of the office, improving and overseeing form requests and requirements.

EDUCATION

Aleksander Moisu, Durres / *Network Security* - 18 Oct. 2016 - July, 2018

LANGUAGES

Extremely proficient with Albanian and English. Able to speak basic levels of Italian, Greek, and German.