



Armend Nexhipi

IT Manager

PERSONAL SUMMARY

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Windows, Exchange and Citrix. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

WORK EXPERIENCE

Euro Aktiva DOO

IT Manager
November 2011- Present

AVASO Technology Solutions

System & Network Admin
August 2018 –Present

Bushi Resort & SPA

System Administrator
October 2014 - Present

NEWSTAR

HOTEL
System & Network
Administrator
2014 – Present

EFTINIJA IMPEX

System/Network
Administrator
December 2015 –
Present

PROMET STEEL HOLDING

System/Network Administrator
January 2018 – Present

Work as manager of a proactive team of support staff responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to internal staff.

Duties:

- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts, configuration of laptops.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services.
- Producing reports for senior managers.
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 100 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.

AREAS OF EXPERTISE

Microsoft operating systems

*Computer networks and
TCP/IP*

Network: Mikrotik & Cisco admin

Preventative maintenance

SharePoint Administration

Patch Management

Supporting desktop systems

VMware/ESX Administration

CITRIX Administrator

Microsoft SQL Server

XenServer Virtualization

Firewall & IT Security

*Corel Draw, Photo Paint,
Adobe Photoshop*

PROFESSIONAL

CISCO CCNA Certified

*Linux: System Network
Security Administration (Suse, RHEL)
Windows Active Directory
Microsoft Cluster Services
at*

*Seminare Project Consulting (SPC.de)
Berlin, Germany 2002*

PERSONAL SKILLS

Troubleshooting

Leadership

Time management

PERSONAL DETAILS

Armend Nexhipi
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Macedonia

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M: +38976 475 802
E: armend.nexhipi@gmail.com

DOB: 11/08/1986
*Driving license: **Yes***

KEY SKILLS AND COMPETENCIES

- Highly organized and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- Extensive knowledge of Microsoft Windows Server 2003, 2008, 2011, 2016 -SBS, Microsoft Win7 Win 8.1, Win 10
- Highly organised and disciplined with a passion for Information Technology.

Languages:

English — Fluent
Macedonian- Fluent
Albanian — Fluent
Deutch — Proficient
Serbo-Croatian — Fluent
Turkish — Fluent
Czech — Intermediate

ACADEMIC QUALIFICATIONS

SEE-University Computer Science

Tetovo South-East european University 2005-2008

REFERENCES – Edis Keka - A1 Telekom Austria Group
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