

# Ardi Ajredini

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**Address:** Marshall Tito 78, 1200, Tetovo, North Macedonia (Home)

## ● WORK EXPERIENCE

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01/04/2021 – CURRENT Düsseldorf, Germany

**IT-SUPPORT ECOLOG INTERNATIONAL / ECO CARE (GERMANY)**

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- Installing new software and hardware components.
- Resolving all issues coworkers have with their IT systems and software.
- Install and configure computer hardware operating systems and applications
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults

01/08/2020 – 15/03/2021 North Macedonia

**CUSTOMER SERVICE REPRESENTATIVE**

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I worked for a German company handling complaints and responsible for maintaining general goodwill between the organization and its customers. I managed and reported on customer satisfaction data.

- Receiving and placing customer service telephone calls
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
- Resolving customer complaints, managing database records, drafting status reports on customer service issues
- Data entry and research as required to troubleshoot customer problems

01/09/2018 – 01/07/2020 North Macedonia

**WEB DEVELOPER**

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- Producing, maintaining, and modifying websites and user interfaces
- Establishing and guiding the website's architecture
- Incorporating applications, graphics, audio, and video clips into client websites
- Ensuring websites are accessible across many platforms, including laptops and smartphones
- Fixing any website issues or bugs that arise
- Experience in WordPress (Elementor)

01/02/2017 – 01/08/2017 North Macedonia

**INTERNSHIP FRONTEND WEB DEVELOPER (ANGULAR) MARSECO**

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## ● EDUCATION AND TRAINING

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15/09/2016 – 10/05/2019 North Macedonia

**BACHELOR OF COMPUTER SCIENCE** South East European University

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**Address** North Macedonia | **Website** <https://www.seeu.edu.mk/>

## ● LANGUAGE SKILLS

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Mother tongue(s): **ALBANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>GERMAN</b>	C1	C1	C1	C1	C1
<b>ENGLISH</b>	B2	B2	B2	B2	B2
<b>MACEDONIAN</b>	B2	B2	B2	B2	B2

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

## DIGITAL SKILLS

HTML5/CSS, Javascript | Wordpress, SEO, Analytics | IT Technical Support | Create digital content | Php and MySQL | Bootstrap3/4 | Adobe InDesign, Adobe Photoshop, Adobe Illustrator | Microsoft Office (Microsoft) | Git | UI/ UX | Figma

## ADDITIONAL INFORMATION

### PROJECTS

#### My projects

<https://germantraum.com>  
<https://nasaterm.mk>  
<https://ecoswiss.co>  
<https://ecosoft.mk/>  
<https://speedygramgmbh.com>

Some side work in HTML,CSS AND JS.

<https://ardiajredini.github.io/nft-preview-card-component/>  
<https://ardiajredini.github.io/Clipboard-landing-page/>  
<https://ardiajredini.github.io/product-preview-card-component-main/>  
<https://ardiajredini.github.io/stats-preview-card/>  
<https://ardiajredini.github.io/order-summary/>  
<https://ardiajredini.github.io/3-column-preview-card/>  
<https://ardiajredini.github.io/calculator/>  
<https://ardiajredini.github.io/collage/>  
<https://ardiajredini.github.io/four-card-feature-section-master/>

## COMMUNICATION AND INTERPERSONAL SKILLS

### Communication skills

- Communication and collaboration
- Friendliness
- Clarity and Concision
- Feedback
- Active Listening

### JOB-RELATED SKILLS

- Problem-solving
- Planning and organizing
- Self-management
- Information processing
- Content creation

### ORGANISATIONAL SKILLS

- Teamwork
- Managing appointments
- Multitasking
- Strategic thinking
- Office maintenance