

PERSONAL INFORMATION

Amir Daci

 +389 72 541 384 amir.daci1991@gmail.com**Address:** Str. 210, n. 7, Cair, Skopje**Gender** Male | **Date of birth** 28/05/1991 | **Citizenship** Macedonian

RELEVANT EDUCATION

May 2020 – Ongoing

CCNP Enterprise

Cisco – Networking Academy

- Implementing Cisco Enterprise Network Core Technology
- Implementing Cisco Enterprise Advanced Routing and Services
- Implementing Cisco SD-WAN Solutions
- Designing Cisco Enterprise Networks
- Designing Cisco Enterprise Wireless Networks
- Implementing Cisco Enterprise Wireless Networks
- Automating Cisco Enterprise Solutions

May 2019 – March 2020

CCNA (Routing and Switching) – ICND 1, 2

Cisco – Networking Academy

- Determining how a router will forward traffic
- Explaining how switching operates in a business network
- Using monitoring tools and network management protocols to troubleshoot data networks
- Configuring monitoring tools available for business networks
- Configuring initial settings on a network device
- Configuring Ethernet switch ports
- Implementing VLANs
- Implementing static routing and RIPv2
- Implementing DHCP on a router
- Implementing network addresses translation (NAT)
- Implementing access control lists (ACLs) to filter traffic
- Configuring and Troubleshooting
- STP, OSPF, EIGRP, EtherChannel and HSRP, etc.

RELEVANT WORK
EXPERIENCE

Sep. 2020 - Ongoing

IT Support

Genel – Canon Center

- Installing and configuring computer hardware, software, systems, network, printers and scanners
- Providing technical support (over the phone or in person)
- Repairing printers
- Maintenance of printers
- Customer service

[IT sector](#)

Sep. 2019 – November 2019

Intern – Network Engineer

Boson Solutions

- Helping with Troubleshooting and Cabling
- Troubleshooting, Maintaining, and Repairing Networks
- Performing other duties as required

[IT sector](#)

OTHER WORK EXPERIENCE

October 2018 – February 2019

The Multiple Indicator Cluster Surveys (MICS)

UNICEF

- Assisting in project implementation 4 weeks of training, in which 1 week was fully dedicated to training in taking anthropometric measurements;
- Investigation on the field;
- Measurer for children: measuring children's height and weight with The Height Measurement Devices (HMDs);
- Driver of the team: helping surveyors find their selected location;
- Field editor: checking the map to ensure that the selected household is being approached.

[Research sector](#)

June 2018 – August 2018

Intern

SEG Holding

- Preparing documents;
- Translating documents from Macedonian to English, Albanian, and vice versa;
- Assistance in implementing projects;
- Organizing events and logistics;
- Notifying, and other activities needed in the operation of a consulting company

[Business sector](#)

September 2017- May 2018

Operator

M-Prospect

- Conducting phone surveys

[Research Agency](#)© European Union, 2002-2018 | europass.cedefop.europa.eu

April 2015- May 2017

Youth Activities-Just Ask Team

Youth Staff at Carnival Cruise Lines-Galveston Texas, United States of America

- Organize activities outlined in the Camp Carnival Activity Schedules, Specialty Programs & Family Activities and inform the guests accordingly and ensure they are carried out as per expectations;
- Organizing and hosting parties, games, karaoke, shore excursions and other related activities;
- Act in the supervisory role within the program; organize, start-up, run, and transition all activities for the guests, whether within the lounge or at various lounges around the ship;
- Greet, interact and relay information to all parents/guardians in a professional, patient, upbeat manner;
- Design, program, and implement new program ideas into existing cruise schedules or activities;
- Ensuring friendly, jovial and positive attitude with children and parents at all times;
- Ensuring the safety and supervision of all children participating in activities.

[Carnival Cruise Lines](#)

September 2012 – February 2013

Intern

UNDP- Promoting Sustainable Employments – Project

- Verify correctness of procurement documents (invoices and receipts)
- Assistance in organizing meetings of the different project working groups and working bodies, municipalities etc;
- Assistance in drafting and preparing documents;
- Translating documents from Macedonian to English and vice versa and translating articles for the project website in English language version;
- Attending and summarizing minutes of meetings;
- Other clerical duties and tasks.

[NGO](#)

January 2014 – June 2014

English Teacher

Primary School "26 July", Skopje

- Planning, preparing and presenting lessons;
- Taking responsibility for the progress of a class of primary-age pupils;
- Organizing the classroom and learning resources to encourage a positive learning environment;
- Preparing and marking work to facilitate positive pupil development;
- Meeting requirements for the assessment and recording of pupils' development;
- Providing feedback to parents on pupil's progress at parent meetings;
- Working with others to plan and coordinate work;

- Organizing and taking part in school events, outings and activities.
- Primary School

OTHER EDUCATION AND TRAINING

September 2010 – June 2019 Bachelor of English Language and Literature

State University of Tetovo

- Syntax, Research Methodology, Literature, History of Civilization, Oral Communication, Computer Skills, Multicultural Education, etc.

September 2006 – June 2010 High School – Gymnasium

Zef Lush Marku, Skopje

- Geography, Culture, Business, Physics, Chemistry, Math, IT etc.

PERSONAL SKILLS EDUCATION AND TRAINING

Mother tongue(s) Albanian
Other language(s)

	UNDERSTANDING		SPE KING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Macedonian	C1	C1	C1	C1	C1
English	C1	C1	C1	C1	C1
Serbian	B1	B1	B1	B1	B1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user [Common European Framework of Reference for Languages](#)

Communication skills

- good communication skills gained through my experience as an operator, and Assistant
- speaking in public demonstrated through different presentations in university
- excellent written and verbal communication skills
- creative writing

Organizational/ Managerial skills

- office management
- documenting
- attention to details

Job-related skills

- administrative work
- time management skills
- job prioritizing skills
- time management
- analysis of Technical Issues
- application Support
- assessing Customer Support Needs

Computer skills

- Proficient with MS Office (Word, Excel, PowerPoint)

ADDITIONAL INFORMATION

Driving License
B category