

# Aleksander Dushaj

SYSTEM ADMINISTRATOR · WEB DEVELOPER · IT PROFESSIONAL

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## Objective

Junior system administrator offering a strong foundation in enterprise computing resource requirements analysis and design, single sign-on management, application deployment, virtualization, task automation, security configurations, and full-stack web development.

## Education

### Oakland University

Rochester, MI

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY; GPA: 3.4

Exp. April 2018

## Technical Skills

### Programming

Java, Bash, PowerShell, Git, HTML, CSS, PHP, JavaScript, MySQL, JQuery, AJAX

### Software

Microsoft Office, Android Studio, Active Directory, Group Policy, IIS Manager, Windows Firewall, PowerShell ISE, LDAP, SQL Server, Visual Studio Code, Amazon Web Services, VMware Workstation, VMware ESXi, Microsoft Azure

### Operating Systems

Windows 7, Windows 10, Windows Server 2016; MacOS; Linux Ubuntu, Debian, CentOS

## Experience

### Oakland University

Rochester, MI

STUDENT HELPDESK TECHNICIAN

Aug. 2016 - April 2018

- Install hardware, software and device drivers on standalone computers
- Test computers peripherals, hardware and software to ensure that they are working appropriately
- Upgrade software, patches and operating systems on a continuous basis
- Ensure that all computers are secured effectively by installing and updating antivirus software
- Acted as a technical resource for user's computer problems by phone, email and in person
- Analyze and troubleshoot network authentication issues
- Maintain documentation of technical maintenance procedures and general help documents

### General Dynamics Land Systems

Sterling Heights, MI

IT INTERN - STRYKER SUSTAINMENT SERVICES

May 2017 - Aug. 2017

- Responsible for creating 53 procedures documenting routine duties in inventory/demand forecasting
- Configured web-hosted forecasting tool to utilize single-sign on through Active Directory
- Participated in early proof of concept negotiations in robotic process automation
- Briefed executive leadership on summer internship deliverables
- Configured Automation Anywhere test environment with credential vault and developed proof of concept demo

### Michigan Schools and Government Credit Union

Clinton Township, MI

SYSTEM OPERATIONS INTERN

Feb. 2016 - Aug. 2016

- Administer the daily/monthly/annual operation schedules for the core mainframe and related interfaces including imaging technology maintaining a checklist for audit purposes
- Provide system and interface support services to all user departments ensuring problems are solved quickly and without significant interruption to member services, escalating with vendors where applicable
- Lead Symitar patch code review, testing, and documentation of results
- Ensure the off-site storage of credit union data
- Oversee the Episys patch and release information process to business partners

### Michigan Schools and Government Credit Union

Clinton Township, MI

HELPDESK INTERN

May 2015 - Feb. 2016

- Provide first point of contact for employees with network-related concerns
- Monitor inbound and outbound employee emails through WebSense filter
- Diagnose and resolve PC hardware/software issues for employees
- Manage KACE ticketing system and network inventory
- Assist technicians in the deployment of patches and updates through Microsoft's SCCM
- Stage workstations for new employees or defective hardware