

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

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY; GPA: 3.4

Rochester, MI

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, Salesforce CRM

Operating Systems

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

Experience

365 Retail Markets

IMPLEMENTATION SPECIALIST

Troy, MI

May 2018 - Present

- Provide client support and technical issue resolution via email, phone and other electronic mediums for pre-live locations
- Perform on-site and remote training for external customers
- Diligently manage client cases within Salesforce CRM and communicate any perceived delays to management immediately upon identification
- Configure Cisco Meraki cloud-managed routers
- Configure client equipment both locally and remotely
- Assist in the scheduling of special projects
- Responsible for handling vital System Alerts, and creating cases for incoming emails
- Promptly respond to daily emails, phone calls, voicemails, and other electronic communications from customers
- Identify and correct, or advise, on operational issues observed during case resolutions
- RMA processing, including but not limited to: preparing shipments for new parts, following up and processing return items, and coordinating billing when necessary

Oakland University

STUDENT HELPDESK TECHNICIAN

Rochester, MI

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

IT INTERN - STRYKER SUSTAINMENT SERVICES

Sterling Heights, MI

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