Aleksander **Dushaj**

SYSTEM ADMINISTRATOR · WEB DEVELOPER · IT PROFESSIONAL

Address Censored Sterling Heights MI 48310

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Technical Skills

Programming	Java, Bash, PowerShell, Git, HTML, CSS, PHP, Node.js, 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 — Troy, MI
IMPLEMENTATION SPECIALIST — *May 2018 - Present*

- Provide client support and technical issue resolution via email, phone and other electronic mediums for pre-live locations
- Diligently manage client cases within Salesforce CRM and communicate any perceived delays to management upon identification
- Configure Cisco Meraki cloud-managed routers
- Responsible for handling vital System Alerts, and creating cases for incoming emails
- RMA processing, preparing shipments for new parts, following up and processing return items, and coordinating billing when necessary

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
- 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
- Provide system and interface support to all departments ensuring problems are solved without significant interruption to member services
- 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*

- Diagnose and resolve PC hardware/software issues for employees
- Manage KACE ticketing system and network inventory
- Stage workstations for new employees or defective hardware

Education

Oakland University — Rochester, MI
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY; GPA: 3.4 — *April 2018*