Aleksander **Dushaj**

System Administrator · Web Developer · IT Professional

37566 Susan St. Sterling Heights MI 48310

(586) 873-7259 | aleksdushaj@outlook.com | aleksdushaj.me | adushaj | aleksdushaj

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, Microsoft Azure, Salesforce CRM, Zendesk, JIRA

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
- Configure self-service kiosks in accordance to customer's order
- 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

Education

Oakland University   Rochester, MI
Bachelor of Science in Information Technology; GPA: 3.4   *April 2018*

Projects & Extracurricular

Tech2Check - Technology Rental Service
Oakland University

DEVELOPER - FRONT & BACK-END SYSTEMS
Jan. 2018 - Apr. 2018

- Online service used to provide college students with a web-based application as a convenient tool in their search for the appropriate equipment needed for any project or assignment. Created with Bootstrap for a modern and responsive design along with AJAX/JQuery, allowing the webpage to manipulate content without having to refresh the browser. Server-side scripting is designed in PHP and MySQL to allow encrypted transmission of personal user information, including password hashing.

Regal Airways - Flight Reservation System
Oakland University

DEVELOPER - FRONT & BACK-END SYSTEMS
Sep. 2017 - Dec. 2017

- Online flight reservation system used to deliver a centralized interface for booking travel. Created with Bootstrap for the front-end framework and PHP/MySQL for data management.

Windows System Administration

ACTIVE DIRECTORY

- Installed Active Directory Domain Services on university-provisioned virtual machine (Windows Server 2012)
- Created PowerShell script which read and created users from a TXT file via the Import-Module cmdlet
- Configured quotas on AD users with File Server Resource Manager

GROUP POLICY

- Set up local system audit policy to track both successful and failed logon attempts on a machine

IIS MANAGER

- Set up web server role on Windows Server 2012 virtual machine
- Connected personal Wiki page to SQL Server database
- Configured SQL Server to handle SQL login attempts in addition to Windows authentication

Linux System Administration

LDAP

- Installed on Ubuntu virtual machine via apt-get package manager
- Created Bash script which created users by reading positional variables given via a Linux terminal

UNCOMPLICATED FIREWALL (UFW)

- Created inbound rule to allow packets through port 80, permitting access to Apache web server
- Created Bash script which created users by reading positional variables given via a Linux terminal