

# ANISA FRASHËRI

COMPUTER ENGINEER

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## EDUCATION

October 2021- July 2024  
**Polytechnic University of Tirana, AL**  
*Bachelor of Computer Engineering*

## RELEVANT SKILLS

Digital Analysis

Social Media Management

Project management

Microsoft Office

Google Drive

Email

Graphics

Slack

Linux

## CAREER OBJECTIVE

As a graduated computer engineer, I aim to apply my technical skills and project management abilities in roles that merge technology with innovative solutions. With experience in customer service and organizational roles, including managing activities and fostering effective communication, I am prepared to contribute effectively in dynamic and tech-driven environments.

## PROFESSIONAL EXPERIENCE

June 2024–Present

**Logistic Officer for supporting staff with Social Media and WebDevelopment**

*ICTSlab, Tirana, AL*

- Plan and manage content creation across multiple platforms like social media, blogs, and websites.
- Plan and coordinate social media campaigns from ideation to execution while coordinating with designers and videographers.
- Develop detailed project plans, timelines, and resource allocations and coordinate tasks and activities among team members and stakeholders.

March 2024–July 2024

**Junior IT Linux Technician**

*Touch Support Inc., Chicago, IL*

*Remote*

- Respond to and resolve customer questions through chat, email, and telephone calls quickly and effectively
- Act as a customer advocate by passing along unique questions and challenges that you see our customers are experiencing
- Increase customer satisfaction and build loyalty by providing an outstanding, personal customer experience
- Assist in onboarding, educating, and supporting our customers through their journey

July 2023–October 2023

**Activity Ranger**

*Jellystone Park, South Haven, MI*

- I needed to have good organizational and communication skills, teamwork, the ability to multi-task, and be able to work well under pressure.
- In this position I was in charge of doing crafts and activities as assigned, was a birthday party host, was able to organize children in a game of laser tag, as well as read a book during a bear tuck-in.
- This position required me to have good diplomatic skills when dealing with rule enforcement and guest concerns.

## LANGUAGES

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Albanian (native)

English (C1+)

Spanish (B1)

French (A2)

## PROGRAMMING LANGUAGES

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Java

C

HTML

CSS

Javascript

PHP

SQL

## TRAINING AND CERTIFICATES

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- Completed 1 successful month of internship in ICTSlab, being part of Uplift Albania, Upshift Durres and ICT Awards, May 2024
- Successfully participated in DevFest Albania, December 2023
- Successfully completed ConnectIT Program, under ProSEED 2.0 commissioned by BMZ implemented by GIZ, May 2023
- Professional training for project design and development at "**UPSHIFT: Social Impact Workshop**" December 2020
- Coding and programming training course in the framework of "**Korça CodeLab Clubs for Democracy Change Makers!**" implemented by the "Regional Development Agency Foundation", October 2018- July 2019
- Training cycle: "**Career Counseling**" organized by "DB Law Firm", March 2021
- Participation in the semifinal round of the "**5th International English Language Competition**", April 2017