

EDUCATION

- University of Vienna

October 2025 - July 2027

Master of Science in Computer Science
 - Specialization field: Data Science
- Polytechnic University of Tirana

October 2021 - July 2024

Bachelor of Science in Computer Engineering
 - Thesis: Detecting spam emails using Machine Learning algorithms

WORK EXPERIENCE

- Touch Support, Inc.

Full-time, Remote
Chicago, Illinois, United States

Level 2 Windows Support Technician

May 2025 - October 2025

 - Resolved escalated Windows server incidents across IIS, Active Directory, Microsoft 365, and MSSQL, restoring services and minimizing downtime.
 - Onboarded and trained new team members; created and reviewed support articles.
 - Handled escalations across hardware/software issues, documented fixes and recommended preventive steps to reduce repeat incidents.
- Level 1 Linux Support Technician

September 2024 - May 2025
- Junior Level 1 Linux Support Technician

February 2024 - September 2024

 - Troubleshoot Linux hosting environments (cPanel/Plesk/InterWorx) across DNS, SSL, email deliverability, permissions, and database connectivity, resolving issues with clear step-by-step guidance to customers.
 - Investigated network problems and guided customers through fixes via chat/email/phone.
 - Migrated websites and ensured post-migration validation.
- Fiverr, Freelancer

July 2019 - November 2024

Social Media Manager | TOEFL Tutor

 - Helping businesses worldwide grow their social media presence by effectively using a variety of social media tools and troubleshoot technical issues related to social media platforms.
 - Helping students worldwide achieve their desired score on the TOEFL exam by utilizing interactive teaching techniques

SKILLS

- Java
- JavaScript
- Python
- HTML/CSS
- SQL
- Windows
- Linux
- Machine Learning

LANGUAGES

- Albanian - (Native)
- English - TOEFL iBT certification (C1)
- French - (B1)

ACTIVITIES

- **CyberFrontiers Hackathon** - organised by Raiffeisen Bank Albania

November 2024

-Navigated technical challenges across cryptography, digitalforensics, web exploitation, binary exploitation, and OSINT

- **CASSINI Hackathon** - organised by the European Commission

September 2024

-Built a website using Copernicus space data from the Sentinel-2 satellite, implemented in Python, to analyze vegetation levels in Tirana in order to enhance urban reforestation and promote sustainable transportation.

-Were awarded the 3rd place in Albania

- **European Money Quiz** - organised by European Banking Federation

April 2018

-Represented Albania in the final in Brussels after winning the national financial competition.

-Strengthened financial literacy skills, including long-term financial planning, saving strategies, understanding of cryptocurrencies, cybersecurity awareness, and responsible credit management.