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Doris Kole

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Tirana, Albania

EDUCATION

Polytechnic University of Tirana   **October 2021 - July 2024**

Bachelor in Computer Engineering

- **Thesis:** Detecting spam emails using Machine Learning algorithms

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SKILLS

- Java
- JavaScript
- Python
- HTML/CSS

- PHP
- MySQL
- Oracle
- Linux

- Calculus
- Machine Learning
- Algorithms
- Git

LANGUAGES

- Albanian - (Native)
- English - TOEFL iBT certification (103/120)
- French - (A2)

WORK EXPERIENCE

Touch Support, Inc.   **February 2024 - May 2024**
Junior L1 Linux Support Technician   **July 2024 - Present**

Full-time, Remote
Chicago, Illinois, United States

- Provide technical support for the Liquid Web hosting company regarding Linux-based systems
- Troubleshooting, diagnosing and resolving software and network problems that customers encounter
- Assist customers by responding through chats, emails, telephone calls, concerning technical related questions
- Proficient in Linux, WHM, cPanel, Interworx, Plesk, WordPress, MySQL

Fiverr, Freelancer   **July 2019 - January 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

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SOFTWARE PROJECTS

- **Formula 1 management simulation using Java programming language**

-Managing F1 drivers, races, calculating points and showing statistics.
-The GUI for this project is developed using JavaSwing, providing an interactive interface.

- **Simple store management using C programming language**

-Utilizing C functions to effectively monitor and manage sales and supplies in a store.

- **Course feedback web application using Java / SpringBoot framework**

- Search for available courses and join or drop a course as a student.
-View details about courses, leave feedback for them and view the 8 top-rated courses.

ACTIVITIES

- **CASSINI Hackathon -** organised by the European Commission   *September 2024*

-Built a website *TiranaGoesGreen* using Copernicus space data from the Sentinel-2 satellite 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 grand in Brussels after winning the national financial competition.
-Boosted financial skills and critical thinking skills related to personal finance and economy.