linkedin.com/in/doris-kole
github.com/doriskole
koledoris18@gmail.com

Doris Kole

+436787924323
Vienna, Austria

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

---

SKILLS   ## LANGUAGES

- Java
- JavaScript
- Python
- HTML/CSS
- PHP
- MySQL
- Windows
- Linux
- Calculus
- Machine Learning
- Algorithms
- Git

- Albanian - (Native)
- English - TOEFL iBT certification (103/120)
- French - (A2)
- German - (A1)

WORK EXPERIENCE

Touch Support, Inc.
Full-time, Remote, Contractor
Chicago, Illinois, United States

Level 3 Windows Support Technician   **May 2025 - Present**

- Providing technical support for Windows-based servers, diagnosing and resolving hardware and software issues to maintain optimal system performance.
- Assisting in onboarding and training new team members within the Windows Support Team
- Responding to customer technical inquiries via chat, email, and phone
- Proficient in IIS, Plesk, MSSQL, Acronis, Active Directory, ADaaS, VMWare, Microsoft365

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

Junior Level 1 Linux Support Technician   **February 2024 - September 2024**

- Providing technical support for a hosting company regarding Linux based systems
- Troubleshooting, diagnosing and resolving software and network problems that customers encounter
- Utilizing networking, operating systems and security background
- Assisting customers by responding through chats, emails, calls, regarding technical inquiries
- Proficient in Linux, cPanel, Interworx, Plesk, WordPress, MySQL

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

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.

- **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

- **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.
-Boosted financial skills and critical thinking skills related to personal finance and economy.