

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

- Troubleshooted 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.