

EDUCATION

Polytechnic University of Tirana

October 2021 - July 2024

Bachelor in Computer Engineering

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

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.

Level 3 Windows Support Technician

May 2025 - Present

Level 1 Linux Support Technician

September 2024 - May 2025

Junior Level 1 Linux Support Technician

February 2024 - September 2024

Full-time, Remote

Chicago, Illinois, United States

- Providing technical support for a hosting company regarding Linux-based systems
- Troubleshooting, diagnosing and resolving software and network problems that customers encounter
- Assisting customers by responding through chats, emails, calls, regarding technical inquiries
- Proficient in Linux, Windows, 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

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

- **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 final in Brussels after winning the national financial competition.

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