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**Military Obligation:** Fulfilled  
**Born:** 03.06.1987  
**Citizenship:** Greek



## ELIDJON DEDE

### PERSONAL GOALS

- Professional recognition
- Continuous progress and advancement
- Continuous training and education
- Research and Development

### SKILLS & ABILITIES

- Experienced with Splunk, Wireshark and other networking tools
- Application and network protocol knowledge: TCP/IP, IPsec, NAT, HTTP, DNS, DHCP, FTP and others
- Knowledge of Security principles, techniques and technologies including cloud security
- MySQL database knowledge, Linux and basic Python scripting
- Understanding of Windows Active Directory and authentication services
- Demonstrate strong technical troubleshooting methodologies
- Ability and willingness to learn technologies quickly and proficiently
- Team player and work well in a team environment
- Attention to detail with a commitment of high quality and accuracy
- Advanced business writing and verbal communication skills
- Language skills (Greek, English,)

### EXPERIENCE

#### SYMANTEC – TECHNICAL SUPPORT ENGINEER (CLOUD ENGINEER)

3.2019-8.2019

- Diagnose and solve Web Security Service issues
- Create technical action plans for analyzing and resolving customer issues
- Utilize case management tools and provide case monitoring, status updates, documentation and notifications to customers
- Document all customer interactions and resolutions in the existing case management and knowledge-based systems
- Use available support tools to diagnose and resolve product and technical issues

**AT&T - NETWORK AND VOICE ENGINEER**

2.2017-2.2019

- Troubleshooting and repairing AT&T's Hosted VoIP services - Voice DNA and AT&T Collaborate
- Trouble Ticket Management, including stat using and closing out
- Issue triage and resolution
- Ticket escalation

**SKIATHOS PALACE HOTEL - IT MANAGER**

04.2016– 11.2016

- Network infrastructure administration (CISCO ROUTER AND SWITCHES , MIKROTIK ROUTERBOARD)
- Monitors, diagnoses, and resolves hardware, software, and network infrastructure (LAN, WAN and WIFI) faults
- Monitors the performance of computer systems and networks, and coordinates computer network access and use
- Planning and implementing future IT developments and undertaking project work
- Performing routine preventive maintenance and disaster recovery procedures including backup/restore
- Supporting server hardware and software infrastructure
- Support development and implementation of desktop and networking projects and new technology installations

**TECHNICAL SUPPORT NETWORK LTD - IT SERVICE AND COMPUTER ENGINEERING**

04.2015 –11.2016

- Technical support (Software-Hardware issues )
- Consulting on technical issues
- Call center support

**BMW AUSTRIA BANK GMBH - IT ADMINISTRATOR**

05.2012– 05.2013

- Data base administrator and monthly presentation of Data Base Report
- Application Engineer
- Ensure incidents and requests are handled according to agreed procedures and ensure that documentation of the supported components is available
- Resolve issues and suggest innovative and tactical solutions providing detailed documentation explaining these recommendation
- Identify and resolve problems, working closely with the necessary stakeholders (technology/business)

**FNAC FMB S.A, AFTER SALES - TECHNICAL SUPPORT**

10.2009 – 03.2010

- Customer support
- Technical support
- Call center support

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**EDUCATION**

- **UNIVERSITY OF TECHNOLOGICAL EDUCATIONAL INSTITUTE OF PIRAEUS – GREECE**  
*COMPUTER ENGINEERING*
- **CISCO CERTIFICATE, CCNA R&S**
- **GERMAN LANGUAGE, COETHE ZERTIFIKAT B1**

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**SEMINARS**

- Pervasive computing technologies & RFID Systems in practice
- Next Generation Networks
- Azure Networking Fundamentals for IT Pros
- Multi-device, Cross-platform Development
- Signature Service
- Symantec Security Awareness ADVOCATE

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**INTERESTS**

- Music, Cinema, Travels, Photography, Sea Sports, Painting

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**REFERENCES**

Available upon request

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