Gzim Ibraimi

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Professional Summary

Experienced IT professional with over 14 years in technical support, network administration, and IT teaching. Currently leading as Head of IT Support at the Ministry of Finance, North Macedonia. Strong background in network security, system administration, and IT project management. Passionate about technology, innovation, and continuous learning.

Experience

Ministry of Finance, North Macedonia

Head of Support   *Sep 2023 – Present*

- Lead IT support team and manage Office 365 solutions.
- Develop IT strategies aligned with organizational goals.
- Ensure security and efficiency of IT infrastructure.

Nikola Shtejn

Information Technology Teacher   *Sep 2009 – Aug 2023*

- Develop and deliver IT lesson plans and instructional materials.
- Adapt teaching methods to different learning styles.
- Assess student learning and provide feedback.

Nikola Shtejn

Network Administrator   *Sep 2016 – Nov 2021*

- Configure and maintain school network infrastructure.
- Monitor network performance and troubleshoot issues.
- Implement security measures and conduct regular backups.

Education

Faculty of Computer Science and Engineering, Skopje

Master's degree in Information Technology Project Management   *Jan 2019 – Present*

- Thesis: "The Challenge of Online Teaching and Knowledge Management through Microsoft Teams and Google Classroom."

Faculty of Natural Sciences, University of Tetova

Engineer of Informatics   *2004 – 2008*

- Capstone project: "Implementation of WiMAX Technology: Covering Polog with WiMAX Signal."
- Relevant coursework: C++ Basics and Object-Oriented Programming, Network Basics, Operating Systems, Computer Architecture, Algebra, Calculus, Boolean Algebra.

Licenses & Certifications

- IT Essentials - Cisco
- CCNA: Introduction to Networks - Cisco
- CCNA: Switching, Routing, and Wireless Essentials - Cisco
- CCNA: Enterprise Networking, Security, and Automation - Cisco

- MS-100: Explore the Microsoft 365 Platform Services - Microsoft

- MS-101: Prepare for Device Management in Microsoft 365 - Microsoft

- Full-stack Web Developer - PËR PROGRAMERA

- Diploma in Computer Network and Cybersecurity - NewMan's Business Accelerator

Languages

- Albanian: Native

- Macedonian: Proficient

- English: Working Proficiency

Volunteer Experience

SHKH Vepra (Cultural and Humanitarian Association), Bogovinje
Cofounder   *2011 – Present*
- Co-founded and managed a cultural and humanitarian association.
- Planned and organized cultural events and fundraising activities.
- Coordinated with local authorities and NGOs to address community needs.
- Managed projects and trained staff and volunteers.

Skills

- IT Support & Troubleshooting

- Network Security & Administration

- Office 365 & Active Directory

- Windows & Linux System Administration

- IT Project Management

- Web Development (HTML, CSS, JavaScript)

- Cybersecurity Best Practices

- Staff Training & Team Leadership

Interests

- Technology Enthusiast: Exploring the latest tech advancements and attending industry conferences.

- Education Advocacy: Supporting educational initiatives and mentorship programs.

- Outdoor Activities: Hiking and cycling for adventure and relaxation.

- Reading and Personal Development: An avid reader interested in leadership and tech books.

- Community involvement: Co-founder of SHKH Vepra, involved in local charity projects.