

# Artiola Shkurtaj

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## Career Profile

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Technical IT Support Specialist with extensive experience supporting and managing multi-platform enterprise environments. Strong foundation in system administration, IAM, endpoint deployment, virtualization, and advanced troubleshooting across Windows, macOS, and iOS. Proven ability to manage large device fleets, support cloud platforms, and maintain secure, efficient identity/access systems. Skilled with Jamf, Active Directory, Microsoft 365, Google Workspace, and modern MDM solutions, with a proven capacity to learn new technologies quickly and adapt to dynamic environments. Currently expanding advanced skills in networking and Data analysis tools & workflows to support continued growth in infrastructure-focused roles.

## Technical Skills

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- **Core IT Skills:**  
Windows 10/11, Linux (Ubuntu), macOS, Virtualization (ProxMox, VMware), Networking (VPNs, DNS filtering with Pi-hole), Security Tools (BitLocker, Windows Defender configuration), Basic Incident Response & Software Troubleshooting.
- **Cloud & Identity Management:**  
Active Directory (User/Group Management, Group Policy), Microsoft Entra ID, Microsoft 365 (Teams, Outlook, SharePoint), Jamf Pro, Apple School Manager, Google Workspace Admin, Google Classroom, ClassLink (SSO/roster troubleshooting).
- **Tool & Platforms:**  
PowerShell (working knowledge), Bash/Linux CLI, Grafana (monitoring & visualization), Zendesk, Team Dynamic (TDX), PowerSchool (beginner), CRM systems.

## Education and Certificates

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- CompTIA A+ certification.
- Google Cybersecurity Certificate.
- CompTIA Security+ certification.
- Graphic Design High School Diploma (Italy).

## Professional Experience

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### IT SUPPORT SPECIALIST

NORTH HILLS SCHOOL DISTRICT, PITTSBURGH -PENNSYLVANIA (SEPTEMBER 2025 – PRESENT)

- Managed and supported a wide range of endpoints including iPads, macOS devices, Windows desktops, and classroom technology, using Jamf and Active Directory for device administration, user access control, configuration, and issue resolution.

- Diagnosed and resolved hardware, software, network, email, and printing issues; performed device repairs and replacements; and supported instructional technology such as Promethean boards, projectors, Apple TVs, and telephony systems to ensure reliable daily operations.
- Deployed, configured, and maintained student and staff devices while collaborating with the IT team to optimize workflows, streamline deployment processes, and support a secure, efficient, and high-availability IT environment.

#### **CAREER TRANSITION** (AUGUST 2024 – SEPTEMBER 2025)

- Completed intensive IT training and certification preparation, developing a strong foundation in system administration, networking, and cybersecurity through structured coursework and hands-on labs.
- Enhanced security and troubleshooting skills through 50+ TryHackMe labs and real-world home networking projects, applying practical problem-solving to strengthen technical capabilities.
- Built and maintained a full HomeLab environment using ProxMox, pfSense, Pi-hole, and Grafana to gain experience with virtualization, network segmentation, Linux server management, automation, and monitoring.

#### **RECEPTIONIST**

**NOVOTEL, DARWIN - AUSTRALIA** (DECEMBER 2023 – AUGUST 2024)

- Managed front desk operations including bookings, guest accounts, and issue resolution while using Microsoft 365 and ticketing tools to maintain smooth digital workflows and coordinating cross department communication through Teams, email, and phone.

#### **BARTENDER | GAMING ATTENDANT**

**OVERLANDER HOTEL, MT. ISA - AUSTRALIA** (JANUARY 2023 – NOVEMBER 2023)

- Handled technical troubleshooting of gaming machines while managing end-of-shift cash and Excel reporting, ensuring data accuracy and operational integrity, and delivering high-quality customer support in a fast-paced environment.

#### **SUPERVISOR**

**BURGER KING, MONTEVARCHI - ITALY** (MARCH 2018 – MAY 2022)

- Oversaw daily operations, coordinating staff, managing inventory and digital reporting, and resolving equipment issues with vendors while improving team performance through training and process optimization.

### **Additional information**

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- **Languages:** English (Fluent), Italian (Native), Albanian (Native), Spanish & French (Basic).
- **Professional Development:** Advancing skills in networking, data querying, and scripting while maintaining a ProxMox based HomeLab with pfSense, Pi-hole, and Grafana for hands-on experience in virtualization, network segmentation, Linux servers, monitoring, and automation; strong troubleshooting ability, clear communication, and interest in cloud administration and IT security.