Artiola Shkurtaj

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Career Profile

Entry-level IT professional with CompTIA A+ certification, practical experience in system administration, and a proven ability to troubleshoot hardware and software issues. Skilled in building and managing virtualized environments (VMware, ProxMox), configuring Active Directory, Group Policy, DNS, and firewalls (pfSense). Completed 30+ cybersecurity and troubleshooting labs (TryHackMe) and developed a web application using AI-based tools to strengthen coding skills. Known for technical problem-solving, adaptability, and customer-focused service gained through 7+ years in high-pressure environments. I am currently pursuing the CompTIA Security+ Certification.

Technical Skills

- **Core IT Skills:**
  Windows 10/11, Linux (Ubuntu), macOS, Virtualization (ProxMox, VMware), Networking (VPNs, DNS filtering with Pi-hole), Security Tools (BitLocker, Windows Defender – basic configuration), Basic Incident Response, Troubleshooting.
- **Cloud & Identity Management:**
  Active Directory (User/Group Management, Group Policy), Microsoft Entra ID, Microsoft 365 (Teams, Outlook, SharePoint).
- **Tools & Platforms:**
  PowerShell (working knowledge), Bash/Linux CLI, Grafana (monitoring & visualization), Zendesk, Team Dynamic (TDX), CRM systems.

Education and Certificates

- CompTIA A+ certification.
- Google Cybersecurity Certificate.
- CompTIA Security+ (expected September 2025)
- Graphic Design High School Diploma (Italy).

Professional Experience

CAREER TRANSITION (AUGUST 2024 – Present)
- Actively developing IT expertise through certification prep and hands-on labs, building a strong foundation in system administration, networking and cybersecurity.
- Strengthened security knowledge through TryHackMe and home networking projects, applying real world problem-solving skills to enhance technical support and cybersecurity capabilities.
- Currently pursuing to obtain CompTIA Security+ certification to further deepen cybersecurity knowledge.

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

- Managed front desk systems, bookings, and guest accounts, ensuring smooth digital operations using Microsoft 365 and ticketing tools.
- Resolved guest and technical issues, escalating system-related incidents when needed to maintain high service quality.
- Coordinated communication across departments through Teams, email, and phone.

OVERLANDER HOTEL, MT. ISA - AUSTRALIA (JANUARY 2023 – NOVEMBER 2023)
BARTENDER | GAMING ATTENDANT

- Oversaw technical troubleshooting of gaming machines, coordinating with vendors to resolve hardware and software issues.
- Performed end-of-shift cash and Excel reporting, maintaining data accuracy and operational integrity.
- Supported customer experience through clear communication, multitasking, and problem-solving in high-pressure settings.

BURGER KING, MONTEVARCHI - ITALY (MARCH 2018 – MAY 2022)
ALL-ROUNDER | SUPERVISOR

- Managed daily operations with a focus on staff coordination, inventory tracking, and digital reporting using Microsoft Office tools.
- Troubleshot equipment issues, collaborating with vendors to ensure minimal downtime and operational continuity.
- Enhanced team performance through training, process improvements, and proactive problem-solving.

WIND TELECOMUNICAZIONI S.P.A., MONTEVARCHI - ITALY (DECEMBER 2015 – JANUARY 2018)
CALL CENTER ASSOCIATE

- Provided technical support for mobile and internet services, troubleshooting devices and scheduling technician visits.
- Managed CRM updates, plan activations, and service transitions, ensuring smooth customer experiences.
- Escalated complex cases and maintained high customer satisfaction through empathetic communication and fast resolution.

Additional information

- **Languages**: English (Fluent), Italian (Native), Albanian (Native), Spanish & French (Basic).
- **HomeLab**: Built and configured a self-hosted IT environment with ProxMox, pfSense, Pi-hole, and Grafana for hands-on learning in automation, network isolation, Linux server management, and open-source technologies.