

JETLIR GASHI

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◦ DETAILS ◦

Prishtina
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◦ SKILLS ◦

Git
Docker
Linux
AWS
Terraform
Kubernetes
ArgoCD
Helm
Azure

◦ LANGUAGES ◦

Albanian
English



PROFILE

Highly accomplished IT Support and Cyber Security Engineer, driven by a relentless pursuit of results and a fervent dedication to addressing intricate technical dilemmas while fortifying data security measures. I aspire to harness my extensive proficiency in IT support and cyber security as a stepping stone into the realm of DevOps Engineering. With an unwavering commitment to ongoing self-improvement, I am poised to harness my mastery in infrastructure administration, automation, and cloud technologies to streamline software development workflows and elevate organizational effectiveness.



EMPLOYMENT HISTORY

Technical Support Consultant at Bottomline Technologies, Prishtina

March 2023 — Present

- **Skill Set:** I maintain a highly flexible skill-set including TCP/IP, OAuth authentication, Database Management (MSSQL) (MySQL) (Oracle), HIS interface, Call Center, Azure Cloud, Office 365, Dropbox, Windows 2019/UNIX/LINUX server administration, Troubleshooting, Network Administration, Customer Care, Training, HIPAA compliance, Quality Assurance and Dev Support, SME server team (Fax, PrintManager, Document Automated Processing), Salesforce CRM usage.
- **Exceeded Expectations:** Consistently delivered top-tier technical support exceeding end-user expectations.
- **Knowledge Base Leadership:** Spearheaded the creation of a comprehensive knowledge base, reducing response times and improving issue resolution.
- **Cross-Functional Collaboration:** Collaborated effectively with cross-functional teams, enhancing product success by swiftly addressing customer issues.
- **Customer Empowerment:** Empowered customers with step-by-step troubleshooting guidance, fostering self-sufficiency.
- **Continuous Learning:** Committed to ongoing learning and staying current with industry trends and technologies for effective support.
- **Support Documentation Enhancement:** Improved support documentation and resources for better customer assistance.
- **Versatile Application Support:** Proficiently supported a wide range of applications, demonstrating expertise across various domains.
- **Prompt Issue Resolution:** Diagnosed and resolved customer issues within SLAs, ensuring minimal downtime and high satisfaction.

Cyber Security Engineer at ITBM L.L.C, Prishtine

November 2022 — January 2024

- **Comprehensive Security Procedure Implementation:** Spearheaded the implementation and rigorous enforcement of robust cybersecurity procedures, fortifying defenses and safeguarding critical assets.
- **Expert Surveillance for Security:** Leveraged advanced surveillance skills to maintain a vigilant watch over security and safety aspects, ensuring proactive threat detection and mitigation.
- **Strategic Network Security Assurance:** Ensured network security integrity by crafting and optimizing network access policies while conducting meticulous evaluations, bolstering the resilience of network defenses.
- **Efficient Security Process Automation:** Implemented cutting-edge automation solutions to enhance the efficiency of cybersecurity processes, reducing response times and minimizing human error vulnerabilities.

- **Rigorous Vulnerability Testing:** Conducted in-depth vulnerability testing, encompassing risk analyses and comprehensive security assessments, to identify and address potential weaknesses before exploitation.
- **Immediate Incident Response:** Reacted swiftly and effectively to security-related incidents, followed by in-depth post-incident analysis to reinforce defenses and prevent future threats.
- **Thorough Security Assessments and Scans:** Conducted extensive cybersecurity assessments and vulnerability scans for a diverse clientele, pinpointing vulnerabilities and furnishing strategic recommendations for robust risk mitigation.
- **Expertise in Network Security Protocols:** Proficient in a wide array of network security protocols, including TCP/IP, SSL, TLS, and more, ensuring airtight network protection.
- **Proficiency in Cybersecurity Technologies and Tools:** Demonstrated willingness to learn and apply cutting-edge cybersecurity technologies and tools, including firewalls, intrusion detection/prevention systems, SIEMs (Security Information and Event Management systems), and more.
- **Specialized in Cloud Security and Architecture:** Applied cybersecurity expertise to cloud environments, fortifying cloud security and architecting robust cloud solutions to protect sensitive data.
- **Comprehensive Assessment of Existing Security Measures:** Conducted thorough evaluations of company's current cybersecurity measures, meticulously maintaining and controlling network infrastructure, applications, and systems to uncover vulnerabilities and provide tailored recommendations for bolstered security.
- **Tools Used:** Microsoft Entra ID, Microsoft Sentinel, Microsoft 365 Defender, Microsoft Defender for Cloud, Microsoft Defender for Cloud Apps, Microsoft Defender for EndPoint

Technical Support Engineer at Radix, Prishtine

November 2022 — February 2023

- **Internet-Wireless Infrastructure Implementation and Configuration:** Proficiently set up and configured the Internet-Wireless infrastructure, ensuring seamless connectivity and efficient network performance.
- **Office365 Admin Center Maintenance:** Demonstrated expertise in maintaining and overseeing the Office365 Admin Center, optimizing productivity and user experience.
- **AAD and Azure Services Administration:** Skillfully administered and managed Azure Active Directory (AAD) and Azure services, ensuring the reliability and security of cloud-based resources.
- **Thorough Internet and Azure Intune Analysis:** Conducted in-depth analysis of Internet configurations and Azure Intune settings, identifying areas for optimization and security enhancement.
- **Asset List and User Policy Forms Implementation:** Established comprehensive Asset List and Property Agreement Forms/User Policy Forms, promoting organized asset management and adherence to user policies.
- **Microsoft Defender Tools Security Maintenance:** Diligently upheld security standards using Microsoft Defender Tools, guaranteeing robust protection against emerging threats and vulnerabilities.
- **Intune Policy Implementation:** Successfully implemented Intune policies across all devices, encompassing security, updates, and device configurations, ensuring a consistent and secure user experience.
- **Internet Security Enhancement:** Strengthened internet security through the implementation of Packet Anomaly Defense, bolstering Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) systems for heightened threat detection and prevention capabilities.
- **MS Power Platform:** Used Power Automate of MS to create work-flows for the IT Department. Created a ticketing system for IT with MS Power Platform also helped HR create a Holiday Tracker using Power Automate.

- Helped the migration of the application to Azure to integrate it into the Azure DevOps Platform.

Information Technology Infrastructure Manager at ITBM L.L.C, Prishtine

March 2020 — November 2022

- Windows Server and Azure AD Management: Proficiently managed Windows Server and Azure Active Directory for smooth IT operations.
- Network and Security Oversight: Oversaw network and security operations, ensuring data protection and network integrity.
- Policy Development: Created comprehensive IT asset and user policies for structured asset management and user compliance.
- Complete Infrastructure Management: Effectively managed the entire network and security infrastructure for reliability and resilience.
- Azure Integration Support: Provided expert assistance for seamless Azure integration, optimizing cloud adoption.
- Employee Training: Facilitated new employee training and onboarding in IT knowledge and tools.
- Documentation Maintenance: Maintained meticulous system, software, and hardware documentation for transparency.
- Executive Collaboration: Collaborated with the Executive Team to implement security policies across all computers.
- Endpoint Attack Reduction Policies: Developed and enforced policies to reduce endpoint attack risks and enhance cybersecurity.
- Wi-Fi and Surveillance Systems: Successfully deployed Wi-Fi and surveillance systems, improving connectivity and security.
- Troubleshooting Efficiency: Designed an efficient system for troubleshooting technical issues, maximizing operational efficiency.
- Automation of the IT Processes: Helped automate IT workflows with MS Power helped automate approvals and helped different departments through MS Power.
- Dynamic Groups: Helped automate the groups within the organization to be admitted dynamically.
- Helped Migrate all users and files from on-premises servers to Microsoft 365 workplace.

Information Technology Infrastructure Specialist at Anthony L.L.C, Remote

February 2019 — December 2019

- Improved Customer Returns: Increased customer return rates through exceptional service.
- Purchase Tracking Efficiency: Systematically tracked and organized customer purchases for efficient management.
- SEO and Algorithm Expertise: Optimized Google SEO and YouTube algorithms for enhanced online visibility.
- WordPress Proficiency: Managed and maintained user-friendly WordPress websites.
- Cutting-Edge Problem Solving: Leveraged the latest technologies for effective problem-solving.
- Web App Management: Planned, developed, tested, deployed, and maintained web applications end-to-end.
- Efficient Troubleshooting: Provided swift troubleshooting for minimal user disruption.
- Quality Standards Adherence: Strictly followed application methods and quality standards.
- Virtual Server Management: Successfully administered the company's virtual server infrastructure for optimized performance.

Network Engineer at KEDS, Prishtine

January 2016 — December 2017

- Network Security Enhancement: Developed and enforced network access controls to ensure robust security.
- Vulnerability Mitigation: Conducted comprehensive network evaluations to identify vulnerabilities and implement safeguards.
- Optimized Network Performance: Maintained peak network performance through continuous monitoring and in-depth analysis.
- Effective User Support: Assisted users with troubleshooting and procedural support, ensuring seamless operations.
- Resource Optimization: Advised staff on optimizing network resources and leveraging available tools.
- Infrastructure Documentation: Proficiently documented and assessed server racks for efficient management.
- Cisco Router Configuration: Demonstrated expertise in configuring Cisco routers and effectively managing Network Operating Centers (NOCs).



EDUCATION



High School Diploma, Gjin Gazull, Prishtine

September 2013 — May 2016



University of Electronic Science and Technology, Prishtine

September 2016 — Present



COURSES



Applied DevOps Engineering, IBM

January 2024 — Present



DevOps Bootcamp 2023, KodeKloud

September 2023 — December 2023



DevOps & Kubernetes Fundamentals (AWS), ICK

September 2023 — November 2023



Certified Support Professional, Service Strategies

March 2023 — May 2023



Security Essentials, Bottomline Technologies

March 2023 — March 2023



Amazon Web Services Cloud Practitioner Essentials, Amazon

June 2023 — November 2023



OPSWAT File Security Associate, OPSWAT Academy

June 2022 — September 2022



IT Essentials, Cisco Netacad

November 2016 — February 2017



CCNA , Cisco

January 2016 — June 2017



Google IT Support Professional Certificate, Google

January 2020 — June 2020



IT Fundamentals for CyberSecurity, IBM

June 2020 — July 2020



ICSI | CNSS Certified Network Security Specialist, ICSI

February 2020 — June 2020