

# Albina Gashi

## Personal Information

Gender: Female

Age: 23

Nationality: Albanian

Location: Graz, Austria

## Education:

Bachelor's degree in Computer Science (in progress)

University of Graz, Austria

## Experience:

### IT Intern

SuperTech Solutions GmbH

- Assisted in the setup and administration of Jira and Confluence systems.
- Provided technical support to end-users and resolved IT-related issues.
- Contributed to the development of technical implementation concepts for IT service management.

January 2023 – January 2024 (1 year)

Graz, Austria

### Technical Support Assistant

ABC IT Services, Graz (6 months)

- Provided first-line technical support to clients via phone and email.
- Assisted in troubleshooting hardware and software issues and escalated complex cases to senior technicians.

June 2022 – December 2022 (6 months)

Graz, Austria

## Skills:

- Familiarity with Jira and Confluence administration
- Experience in providing technical support and troubleshooting
- Strong problem-solving and analytical skills
- Excellent communication and interpersonal abilities