

Mustafa Shigjeqi

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Profile

Skilled IT professional with expertise in CRM/ERP administration and system configuration, including setup of workstations and VoIP services. Adept at diagnosing and resolving hardware, software, and network issues, while providing both remote and on-site technical support. Experienced in monitoring network performance, installing and repairing peripherals, and updating software. Competent in user training, ensuring effective use of IT resources and maintaining system security. Proficient in using Terraform for infrastructure automation and experienced with Google Cloud Platform (GCP) for cloud-based solutions.

Experience

TECHNOLOGY SOLUTION SPECIALIST | DATA TELE, NEW YORK | JUNE 2024 – Ongoing

- Manage system settings and configuration to best-practice standard
- Manage license requirements and compliance,
- Manage and coordinate with vendors for IT-related needs and responsibilities
- Works with team members to ensure that there are designated business owners for each system, with certain administrative and vendor-relationship responsibilities; coach and support those business owners in performing the role effectively
- Management reserves the right to revise these responsibilities or to require other/different tasks be performed as institutional circumstances change

SYSTEM ADMINISTRATOR | CYDEO, PRISHTINA, XK | MAY 2022 – MARCH 2024

- CRM Administration and Configuration
- Maintaining internal CRM/ERP platforms
- Administer the system as an admin
- Build and maintain databases and lists, and ensure organization and creation of proper processes and standard operating procedures (SOP's)
- JIRA Administration and Configuration

IT SUPPORT SPECIALIST | BARUTI GMBH, PRISHTINA, XK | DECEMBER 2018 – MAY 2022

- Setting up and configuring computers, peripherals and accounts, ensuring they are functional and secure;
- Installing and repairing software, hardware and peripherals;
- Testing programs;
- Administering user accounts;
- Checking project's network for errors and repairing malfunctioning peripherals
- Planning, installation, configuration and testing of new IT systems
- Installation, setup, configuration and operational support of workstations and VoIP telephony services for colleagues and clients, introducing them to relevant systems and services
- Troubleshooting and problem solving of both hardware and application issues by phone, via remote access or on-site

PROJECT COORDINATOR | PL4Y INTERNATIONAL NGO | JUNE 2017 – NOVEMBER 2018

- Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
- Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Ensuring project deadlines are met.

Education

**BACHELOR OF COMPUTER SCIENCE | JUNE 2020 | UNIVERSITETI AAB, KOSOVO,
CISCO CCNA | MARCH AUGUST 2013 | AMERICAN UNIVERSITY IN KOSOVO**

Training

- Google IT Support Professional Certificate
- Troubleshooting IT Remote Administration
- Microsoft Office 365: Administration
- Windows Server 2019 Essential Training
- CISCO CCNA

Skills

- IT Support and Troubleshooting
- System Configuration and Installation
- Office 365
- Network Maintenance
- CRM/ERP Administration
- Peripherals Setup and Maintenance
- Software Installation and Repair
- User Training and Support

Driver License - Yes