Name:	Taulant ZEKA	Date of Birth:	28th July 1987
Address:	Nr. 50	**Marital Status:**	Married
	Ndue Perlleshi Street		
	10000 Prishtina, Kosovo	**Driving License:**	Republic of Kosovo Driving License
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Personal Statement:

Talented professional with an extensive background in Electrical Engineering and networking. A confident, flexible communicator, with work experience in management, customer service, sales, logistics. I am highly motivated, energetic individual with excellent interpersonal skills. Very enthusiastic experienced in providing motivation, guidance and an up to date networking consultancy service to both colleagues and clients.

Employment History:

Lecturer – AAB College   11/2023 to Current
Company Name: AAB College
Location: Kosova, Prishtina

CNOP – Provisioning Engineer   09/2015 to Current
Company Name: Charter Communications via 3CIS J.S.C
Location: Kosova, Prishtina

- Responsible for circuit provisioning and acceptance on Juniper, Cisco, and Alcatel network equipment.
- Responsible for network equipment change from Cisco, Juniper EX, and Foundry equipment to the Juniper MX platform.
- Troubleshooting network issues. Design and implement services for TWC customers.
- Providing support to Ethernet services: E-Line (EPL, EVPL), E-LAN (EPLAN) and Layer-3 services (DIA).
- Providing support to Commercial Services: DIA (Direct Internet Access), Point to Point services, VPLS services, PRI's.

CNOA – Acceptance Engineer   10/2014 to 09/2015
Company Name: Time Warner Cable via 3CIS J.S.C
Location: Kosova, Prishtina

- Maintain and Operate Access, Edge and Core Networks consistent with Engineering policy, standards and best practice.
- Configure, service and support routing and switching equipment necessary for the delivery of Metro Ethernet, Regional Ethernet and Inter-Regional Ethernet services
- Troubleshoot and resolve service level and/or critical and system related issues
- Participation in an on-call/standby rotation and is expected to respond after hours for service restoration, troubleshooting and/or repair of all necessary equipment
- Provides technical guidance to other support organizations within Time Warner Cable.

Core Network Engineer – Phase B, C & D   11/2012 to 10/2014
Vodafone UK Project
Company Name: Vodafone UK via 3CIS J.S.C
Location: Kosova, Prishtina

- Provide highest level of support for major global customers (Vodafone - UK, Vodafone - HU, AT&T, etc.) regarding MPLS VPN, MPLS-TE, IP/MPLS and ATM technologies.
- Network performance optimization, monitoring, troubleshooting the network, executing network upgrades, collaborating with network architects on network optimization.
- Provide technical support and implementation services to the design function including, design validation/test and compilation and review of all associated documentation.
- Provide technical support and implementation services in relation to POC, FSI and SSI work streams.
- 2G Service, Static - TDM Services provisioned on a single node.
- 3G Service, Static - ATM Services provisioned on a single node.
- 2G Service, Signaling - TDM Services provisioned on more than one node across the BEP-1 network, using LATs and TATs.
- 3G Service, Signaling - ATM Services provisioned on more than one node across the BEP-1 network, using LATs and TATs.
- IPRAN - LSP & VPN End Point provisioning.
- DCN - LSP & VPN End Point provisioning.
- Provide technical support and implementation services in accordance with the approved MOP's and any subsequent revisions for 86xx network integration, configuration, service build and migration activities.
- NMS Integration, Auto-Discovery of new nodes, card in fill and provisioning port capacity.
- Provide technical support to the O&M function and any technical services required in order to assist the resolution of any service affecting issue.
- Complete capacity monitoring or other general network administration tasks to ensure that new services will not over provision or compromise existing services or network architecture.

- Help with the development of processes to support migration and provisioning activities.
- Coordinate, supervise and provide technical support to Remote Engineers from a different vendors like NSN, E//, HWI.
- Creation and validation of Method of Procedure (MOPs) from inception to approval in collaboration with Tellabs and Tellabs clients.

Network Engineer – BAU Project Vodafone UK   04/2012 to 11/2012
Company Name: Vodafone UK via 3CIS J.S.C
Location: Kosova, Prishtina

- Design Validation and Verification testing.
- Implementation support.
- Knowledge Transfer to customer staff
- Troubleshooting the network's design and architecture issues
- Operational assistance (customer NOC)
- Providing informal workshops to transfer knowledge to engineering local staff
- Making Reports required by Program Manager.
- Providing weekly feedback sessions to management regarding troubleshooting concerns and complexity.

Network Engineer – BEP1 and BEP2 (IPRAN)   03/2011 to 04/2012
Migration Vodafone UK Project
Company Name: Vodafone UK via 3CIS J.S.C
Location: Kosova, Prishtina

- Design and implementation of MPLS/IP network – from backbone to access.
- Migration of 3G and GSM base stations to an IP/MPLS based backhaul network.
- L3VPN design and implementation for IP RAN.
- PWE3 design and implementation for legacy RAN.
- Configuration of VRFs for multiple Cell site groups.
- Commissioning, integrating, System verification & acceptance and troubleshooting for RNC and NodeB.
- Provide technical support to projects to troubleshoot and resolve issues, escalations from.
- Organize and coordinate network planning (MAPING)
- Monitoring and helping on integration of network components (Node-B, RNC, etc).

Network Engineer – AT&T Mobility Project   10/2010 to 03/2011
Company Name: AT&T via 3CIS J.S.C
Location: Kosova, Prishtina

- Analysis of L1 and L2 architecture and capacity of the network for Tellabs 8605 integration.
- Analysis of L3 routing so the most optimized and scalable routing solution is applied.
- Integration of Cisco 2941, as a mobile wireless device and troubleshooting the relevant protocols and transport technologies used in the implementation such as OSPF, BFD, MPLS PWE3, Ethernet, MLPPP, ATM and TDM.
- Routine software upgrades of various AT&T SIAD vendors such as Cisco MWR 2941, Tellabs 8605 and ALU 7705.
- Coordinating 3CIS team and the respective parties in the US to complete all tasks for a successful integration of SIAD.
- Coordination with relevant integration teams to turn-up of Layer 2 and Layer 3 logical connections including documentation for the integrated elements.

Network Engineer – SIAD Deployment Project   06/2010 to 09/2010
Company Name: AT&T via 3CIS J.S.C
Location: Kosova, Prishtina

- Initiate and prepare scripts for Engineering Design Package (EDP).
- Provisioning, configuring and troubleshooting network components and/in Tellabs Multi Service Router 8860 based on customer requirements using CLI in UMTS network architecture.
- Provisioning network components and/in Tellabs Access Switch 8605 based on customer requirements using CLI and troubleshooting the relevant protocols in transport technologies used in the implementation such as OSPF, MPLS PWE3, Ethernet, ATM etc. for AT&T network.
- Analysing advanced telecommunication technologies.

KEK – Kosova's Energy Corporation   08/2008 to 08/2009
Call Center Agent

- Supply Division, Customer Care Department, Call Center
- Investigate customer problems and find solutions, attending telephone enquiries and providing correct information, resolving customer complaints.
- Handling customer complaints, ability to cope up with difficult customer situations, provide customers with information regarding returns and refund policies.

Fossa Caffe – Kosova, Prishtina   01/2007 to 05/2008
Assistant Manager

- Helping my brother developing the business.

Radio Caffe – Kosova, Prishtina   04/2005 to 11/2006
General Manager

- Managed a team of fifteen employees.
- Worked in customer service under pressure in a fast moving and often stressful environment.
- Responsible for administration work such as payroll, hiring new employees, ordering and purchasing of supplies, as well as submitting the tax calculations.
- Worked as part of a team to achieve set business and sales targets.
- Arranged training for new members of staff.
- Developed excellent interpersonal skills dealing with customers and other members of staff.

Hotel PEJA – Kosova, Peja   09/2003 to 01/2005
Receptionist

- Responsible for arranging room bookings and providing service to visitors. In addition, dealt with phone calls, messages and various customer requests.

Concern Worldwide – Kosova, Peja   11/2002 to 05/2003
Door Guard

- Worked part time as a door guard.

Education:

University of Prishtina   10/2010 to 05/2014
Faculty of Electrical and Computer Engineering
Masters of Science in Telecommunication

Projects:
An overview of video compression algorithms such as: MPEG-2, MPEG-4, H.264 altogether with detailed description of sprite and DCT (discrete cosine transform) coding algorithms.

Bachelor of Electrical and Computer Engineering   10/2006 to 10/2009
Departament of Telecomunication

Summer University of Prishtina   07/2007 to 08/2007
Studies on Telecommunication
Introduction to Bioelectromagnetics

High School Diploma   09/2002 to 07/2006
"Bedri Pejani" High School in Peja
Diploma in Mathematics

Licenses & certifications:

ServiceNow - Certified System Administrator	12/2022
ServiceNow - Certified Implementation Specialist – IT Service Management	06/2022
Micro-Certification - Application Developer Process Creator	07/2022
Micro-Certification - Flow Designer	07/2022
Micro-Certification - Integration Hub	07/2022
Micro-Certification - Performance Analytics	07/2022
Micro-Certification - Virtual Agent	07/2022
Micro-Certification - Agile and Test Management Implementation	07/2022
Micro-Certification - Application Developer User Interface Creator	07/2022
Micro-Certification - Citizen Developer Application Creator	07/2022
Micro-Certification - Predictive Intelligence	07/2022
Micro-Certification - Welcome to ServiceNow	08/2022
Micro-Certification - Automated Test Framework	07/2022
Citizen Developer Core Skills Micro-Certification Suite	07/2022
Application Developer Core Skills Micro-Certification Suite	07/2022
Suite Certification - ITSM Professional	07/2022

Other Activities and Trainings:

Member of student union leadership group
- Involved in organising and planning different activities as well as promoting new laws and changes affecting the University.

Group leader at Summer University of Prishtina
- Worked with the group to achieve set objectives. Won the 'Best Group' award.

Skills:

- Communication; developed through dealing with various customers/clients at previous work places.
- Planning and organizing; involved in arranging training and development activities for staff as well as involved in organizing various activities (such as competitions, excursions, student nights, etc.) for fellow students at University.
- Information technology skills; including Word, Excel, Access and Internet.
- Working both in a team and on my own initiative.

- Speaker of three languages including:
    Albanian, English and Serbo-Croation

Interests:

In my spare time I enjoy physical activities. I also prefer reading and writing and spending time with family and friends whenever possible

References:

Available on request