Curriculum Vitae

# Taulant ZEKA

Lecturer – Computer Networks and Network Security  
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Date of Birth: 28 July 1987

**Current Position:**

Lecturer, Department of Computer Science, AAB College, Kosovo (11/2023 – Present)

Lecturer for undergraduate courses in Computer Networks and Network Security. Responsible for preparing course materials, syllabi, lectures, assignments and exams. Engaged in academic advising, mentoring students, outreach with industry and alumni. Active in research, conference participation and publication.

Provisioning Engineer, Charter Communications via 3CIS J.S.C, Kosovo (09/2015 – Present)

Circuit provisioning and acceptance for Juniper, Cisco, Alcatel platforms. Support and design of Ethernet services (E-Line, E-LAN) and Layer-3 services (DIA). Network migration and upgrades to Juniper MX platform. Troubleshooting and service support for commercial and enterprise clients.

**Education:**

MSc in Telecommunication, Faculty of Electrical and Computer Engineering, University of Prishtina (2010 – 2014)

Thesis: Increasing the performance of wireless networks through parallel connection using MPTCP.  
BSc in Electrical and Computer Engineering, Department of Telecommunication, University of Prishtina (2006 – 2009)

**Previous Professional Experience:**

Acceptance Engineer, Time Warner Cable via 3CIS J.S.C, Kosovo (10/2014 – 09/2015) Maintenance and operation of Access, Edge and Core Networks. Configuration and support of routing and switching equipment for Metro/Regional Ethernet. On-call support and technical guidance.

Core Network Engineer, Vodafone UK Project via 3CIS J.S.C, Kosovo (11/2012 – 10/2014)

Support for global customers (Vodafone UK, HU, AT&T) on MPLS VPN, IP/MPLS and ATM. Network optimization, monitoring and upgrades. Provisioning and configuration of 2G/3G services, IPRAN, DCN, and integration tasks.

Network Engineer, Various Vodafone UK and AT&T Projects via 3CIS J.S.C, Kosovo (2010 – 2012)

IP/MPLS network design, migration of GSM/3G stations to IP/MPLS backhaul. Integration of Cisco, Tellabs equipment, VRF configuration and troubleshooting. Collaboration with global teams, documentation and MOP creation.

Customer Service & Management Roles:  
- Call Center Agent, KEK – Kosovo’s Energy Corporation (2008–2009)  
- Assistant Manager, Fossa Caffe, Prishtina (2007–2008)  
- General Manager, Radio Caffe, Prishtina (2005–2006)  
- Receptionist, Hotel Peja, Peja (2003–2005)  
- Door Guard, Concern Worldwide, Peja (2002–2003)

**Licenses & Certifications:**

ServiceNow Certified System Administrator (12/2022)  
ServiceNow Certified Implementation Specialist – IT Service Management (06/2022)  
Multiple ServiceNow Micro-Certifications (Application Developer, Process Creator, Flow Designer, Integration Hub, Performance Analytics, Virtual Agent, Agile and Test Management, UI Creator, Predictive Intelligence, Automated Test Framework).  
Citizen Developer & Application Developer Core Skills Suites (07/2022).

**Other Activities:**

Member of the student union leadership group during university.  
Group leader at Summer University of Prishtina; awarded Best Group.

**Skills:**

Excellent communication and teamwork skills.  
Proficient in planning and organizing, training facilitation.  
IT skills: MS Office Suite, network administration tools.  
Languages: Albanian, English, Serbo-Croatian.

**Research Interests:**

Computer Networks, Network Security, MPLS VPN technologies.  
Network design, provisioning and migration.  
Teaching methodologies in Computer Science.