Lavdrim **Hyseni**

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Work Experience

Ströer X   *Prishtina*
IT HELPDESK   *12.2023 – Present*
- Resolving hardware and software technical issues;
- User account management and permissions within systems such as Active Directory and Office 365.
- Remote user support with VPNs and remote desktop software problems
- Assisting in IT inventory management and procurement of new devices.
- Supporting basic server and network operations, including patching
- IT ticket management, including prioritization and escalation when needed
- Setting up, maintaining, and upgrading IT equipment, such as desktops, laptops, and peripherals.
- Assisting with the setup of new server rooms at new locations

Apple   *Gjilan*
TECHNICAL EXPERT   *09.2021 – 12.2023*
- Troubleshooting: Diagnose and resolve problems concerning performance, application crashes, and connectivity with Mac OS and iOS devices.
- Software Support: Update, install software, and configure Apple applications and services like iCloud and Mail.
- Hardware Support: Device-specific issue resolution concerning MacBooks, iMacs, iPhones, and iPads on issues such as screen, battery, or storage
- Network Support: Connect users to Wi-Fi and configure VPNs; also, network-related issues.
- Device Integration: Instructing clients on how to set up and integrate macOS and iOS devices for continuity within the Apple ecosystem: Handoff, AirDrop, iCloud syncing.

Strato   *Prishtina*
TECHNICAL SUPPORT   *11.2018 – 08.2021*
- Web Setup: Helping in domain registration, DNS setting, and uploading website files.
- Configuration of Email: Creating email accounts, troubleshooting delivery issues, and the configuration of email clients
- Troubleshooting: Website crashes, slow performance, and inaccessibility
- Address the installation of an SSL certificate.

Education

Public University of Gjilan   *Gjilan*
MARKETING   *undefined*

Skills

Communication::	Strong communication and problem-solving ability.
Time Management::	Handling multiple tasks efficiently under tight deadlines.
Team Collaboration::	Working effectively with IT teams and other departments.
Active Directory::	User account creation, password resets, and group management.
Office 365 Administration::	Email, Teams, and license management.
Networking::	Patching, and basic troubleshooting
IT Support Tools::	Familiarity with ticketing systems and remote desktop software.
Fluent in::	English and German

Interests

- , Going to the Gym
- , Driving and Traveling
- , Watching Tech Videos
- , Playing Strategy and FPS games