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Top Skills

Network Administration
Network Engineering
Technical Support

Languages

German (Limited Working)
English (Full Professional)
Albanian (Native or Bilingual)

Certifications

Cisco Certified Network Associate
Industrial (CCNA I)

Honors-Awards

Orientimi ne Karriere (Career
Orientation)
Youth Leadership Summit
Kosovo Model United Nations
Academy-KMUNA
ACT ON EQUALITY
IBCM English Academy

Fatlum Rreci

Network Operations Center Support at Artmotion
Kosovo

Experience

Artmotion

2 years 8 months

Network Operations Center Support

November 2019 - Present (1 year 11 months)

- L1 Technical Support for business clients and field technicians
- Identify and solve problems in the network infrastructure
- Install, configure and document devices in the network(Wireless AP, Mikrotik, Cisco small routers)
- Monitor the network with monitoring tools

Customer Service Technical Support

February 2019 - November 2019 (10 months)

- Technical Support for residential customers.
- Troubleshooting technical Network issues.
- Troubleshooting CaTV and IPTV issues.
- Resolving network issues.
- Troubleshoot system and network problems, diagnosing and solving them.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Managing multiple cases at one time.
- Following up with clients to ensure the problem is resolved.
- Talking customers through a series of actions to resolve a problem.

LINKonline

Network Technical Support

May 2018 - October 2018 (6 months)

Skenderaj

- Network Equipment Installation and Troubleshooting.
- Configure wireless devices such as Mikrotik and Ubiquiti.
- Troubleshoot Radio Link signal/devices.
- Finding and resolving problems and establishing Internet/network connection of a computer/device(mostly Ubiquiti or Mikrotik).
- Technical support for business and home clients.

- Complete wireless installations/service calls/site surveys as assigned on a daily basis.
- Complete cabling and conduit installations (run and terminate cables, including Cat5/6).
- Inspect/Troubleshoot LAN infrastructure.
- Responsible for keeping installation vehicle tools and equipment levels fully stocked.
- Test and configure software and maintain and repair hardware and peripheral devices.
- WiFi Equipment - UniFi indoor-outdoor.
- Radio installation - Airfiber, PowerBeam, Mikrotik, Ubiquiti.

Tools used:

Mikrotik

Ubiquiti

Solarwinds

LINKonline

IT Technician

May 2017 - November 2017 (7 months)

Skenderaj

- Troubleshooting hardware and software issues.
- Repairing or replacing damaged software.
- Repairing computers and installing different softwares.
- Install and upgrade antivirus software.
- Troubleshooting hardware and software issues of smart phones.
- Repairing smart phones.
- Providing technical support to clients.
- Selling IT products.

Education

UBT - University for Business and Technology

Bachelor's degree, Computer Science · (2017)