



## YLLKA MALOKU CV

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### Education

UBT –Higher Education Institution (2018-2021)

- Bachelor :Computer Science and Engineering

### Training and Achievements :

- JAVA Fundamentals –TICK Education (2018)
- BLACK HAT 1.0 –Certificate Cybersecurity and Privacy 2019
- Python- PBCB Academy 2019
- CHALLENGEs 11 in Cyberspace 2019

### Experience

01.09.2020 – 31.12.2020

#### Internship in the Ministry of Local Government, IT

- LAN network administration
- Installation and restoration of operating systems and necessary applications,
- Administer and generate various reports in Active Directory (AD):
- Creating and changing accounts for new or existing officials, report on active accounts,
- Design of topology with information for each technological equipment for all floors of MPL.

01.10.2019 – 14.08.2020

#### BS2

- Implementation of the 4H project,
- Assistance in the assembly and installation of sensors in the equipment, submission of bids in the online system E-procurement.
- Create and maintain communication with clients through emails
- Set meetings and create relations with clients
- Create and Send Purchasing Orders

23.01.2018 -30.06.2018

**BONEVET** (Albanian word for DO IT YOURSELF) non-profit and non-formal educational institution -Gjakove  
Assistant Mentor of Minecraft Class

- Learning computer hardware and projects in the Minecraft game for children 6-10 years old
- Children develop their creativity through Minecraft's "Building through Blocks" system. During the Minecraft course children learn by solving different building challenges such as, sculptures, labyrinths, parks or they develop more elaborate projects like the "Build a City" project.

01.09.2015 -02.11.2017

**Pick'n Talk Mobile Shop – Gjakove**

- Sales and Service Manager
- Provide sales and services to customers.
- Answer and respond to customer inquiries, needs and requirements.
- Build relationship with customers through follow-up services.
- Achieving growth and hitting sales targets by successfully managing the sales team.
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.
- Present sales, revenue and expenses reports and realistic forecasts to the management team
- Identify emerging markets and market shifts while being fully aware of new products and competition status.

01.05-31.10.2014

**Ari mob(mobile shop Service and Sale )-Gjakove**

Sales and Service

- Provide sales and services to customers.
- Answer and respond to customer inquiries, needs and requirements.

01.05-31.10.2013

**Swiss communication-Gjakove**

- Call agent
- Providing health insurance services in Switzerland by phone
- Provide companies of healthy insurance and services to customers.
- Answer and respond to customer inquiries, needs and requirements.

05.06 – 10.09.2012

**HolidayInn Express-Breakfast bar food and service- Ocean City MARYLAND**

- Summer Job for Student with J-1 visa

26.06 – 09.09.2012

**Candy Kitchen –Ocean City MARYLAND**

- Summer Job for Student with J-1 visa

## **Skills**

- Fluent in Albanian and English
- Proficient in Microsoft Office, Power Point, Web and Social Media
- Professional in communication and negotiation, networking and leadership ,planning, problem solving and decision making.
- Effective in establishing productive relations, adoptive and flexible.
- Ability to maintain confidentiality.