



Dejan Kushta

IT Specialist/Web Developer Marketing Technology Advisor

As an accomplished IT Specialist expert, I bring a wealth of experience from various sectors. With 2 years dedicated to supporting technology within the University of Tirana, I've honed my skills in academic IT management, ensuring smooth operations for faculty and students alike.

During my 9-month tenure as an IT Support & Digital Advisor in the corporate sector, I played a pivotal role in implementing digital solutions and providing strategic guidance to optimize organizational workflows. This experience provided me with a deep understanding of business technology needs and how to align them with overarching goals.

In a fast-paced call center environment, I spent 4 months providing frontline IT support, where I mastered the art of troubleshooting under pressure while maintaining a high level of customer satisfaction. This experience taught me resilience and the importance of effective communication in resolving technical issues efficiently.

Additionally, my 3-month stint as a remote data entry clerk emphasized my meticulous attention to detail and commitment to maintaining data integrity. This role further enhanced my organizational skills and ability to handle large volumes of data accurately and efficiently.

CONTACTS

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Dhimiter Kamarda Street, Ali
Demi 33/1, Tiranë, Albania

EDUCATION

"Ismail Qemali"

High School

09/2013 - 06/2016

"Aleksandër Moisiu" University

University/ Bachelor Degree

"System Information"

09/2016 - 07/2020

"Luarasi" University

University/Master Degree

"Information Technology and Innovation"

09/2020 - 07/2022

SKILLS

- Database Knowledge & Programing Skills
- Visual Design
- Teamwork & Communication Skills
- Adaptability & Continuous Learning
- Time Management

LANGUAGES

- Albanian (Native)
- English (B2) (Certificated)
- Italian (A1)

DRIVING LICENSE

- A2
- B

WORK EXPERIENCE

IT Specialist

University of Tirana

09/2022 - currently

For the past two years, I have served as an IT Specialist and Web Specialist at the University of Tirana, Faculty of Foreign Languages. My responsibilities have encompassed IT support, network management, and the administration of databases and servers. I have also managed the design and maintenance of the faculty's website and social media platforms, as well as handled tasks related to internet management, printer and scanner setup, and the maintenance of technology in auditoriums, classrooms, and conference rooms. Additionally, I have conducted training sessions for lecturers, staff, and students on essential applications and the latest technological advancements.

Data Entry Clerk - Remote

OutlierAi.com

03/2023 - 06/2023

Over three months of dedicated service as a Data Entry Clerk, I have developed a strong foundation in data accuracy, efficient data entry techniques, and meticulous attention to detail. My commitment to maintaining data integrity and enhancing data management skills has been instrumental in contributing to the organization's data reliability.

IT Support & Digital Advisor (Marketing)

EM Marketing

09/2021 - 06/2022

During my nine-month tenure as an IT Support & Digital Advisor within the marketing department, I've demonstrated proficiency in leveraging technology to enhance marketing strategies. My role has involved providing technical guidance and implementing digital solutions, contributing to the company's marketing success.

IT Support

Alba Call Center

05/2021 - 09/2021

In my four months as an IT Support professional at a call center, I have consistently delivered dependable technical assistance and maintained the smooth operation of critical systems. My dedication to resolving issues promptly and ensuring seamless customer interactions underscores my commitment to efficient call center operations.

CERTIFICATIONS

Over 10 certifications from trainings, webinars, and professional programs.

PROJECTS

Completed 10+ projects in web development, IT, and digital marketing.