

Besmir Berisha

IT SUPPORT SPECIALIST & TECHNICIAN

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TECHNICAL SKILLS

Operating Systems

Windows 10/11 | Linux (Ubuntu)

Networking

TCP/IP | DNS | DHCP | Wi-Fi

Routers | Switches | VPN

Hardware

PC Assembly & Repair | Printers

POS Systems | Servers

Software

Active Directory | Remote Desktop

Ticketing Systems

Programming

PHP (Basic) | Python (Basic)

LANGUAGES

Albanian Native

English C2 — Proficient

SOFT SKILLS

- ✓ Problem-solving & troubleshooting
- ✓ Clear communication
- ✓ Customer service
- ✓ Time management
- ✓ Teamwork & collaboration
- ✓ Calm under pressure

PROFESSIONAL PROFILE

Dedicated IT professional with **4+ years** of hands-on experience delivering reliable technical support across dynamic, fast-paced environments. Adept at diagnosing and resolving complex hardware, software, and network issues while maintaining high service quality for **50+ end-users**. Demonstrated expertise in POS system support, infrastructure maintenance, Active Directory administration, and IT asset management.

CORE COMPETENCIES

- Technical Support
- Network Troubleshooting
- POS System Support
- Hardware & Repair
- Active Directory
- IT Asset Management
- Backups & Security
- Remote & On-site Support
- Incident Documentation

WORK EXPERIENCE

IT Technician Specialist

Dec 2025 – Present

PC.COMP · Prishtinë, Kosovo

- Rejoined the organisation in the same specialist role after a period at HEBS retail operations.
- Deliver technical support for hardware, software, and networking issues across the organisation.
- Manage IT inventory of 100+ assets and maintain security protocols across deployed devices.
- Provide remote and on-site support to internal staff, ensuring minimal downtime.

IT Help Desk Technician

Aug 2025 – Dec 2025

HEBS · Prishtinë, Kosovo

- Provided technical support for POS systems — cash registers, receipt printers, and monitors.
- Troubleshoot and resolved network issues across Wi-Fi, routers, and switches for retail operations.
- Installed, configured, and maintained computers and peripheral IT equipment across store locations.
- Logged and documented technical incidents; coordinated with the central IT team on escalations.

IT Technician Specialist

Mar 2023 – Aug 2025

PC.COMP · Prishtinë, Kosovo

- Delivered daily technical support for hardware, software, and networking issues across the organisation.
- Configured and deployed 40+ user devices, printers, and servers; maintained security protocols.
- Performed regular data backups and managed IT inventory of 100+ assets.
- Provided remote and on-site support, significantly reducing average incident resolution time.

IT Technician

Jan 2021 – Dec 2022

Gjirafa Inc. · Prishtinë, Kosovo

- Supported 50+ users across departments with hardware, software, and network infrastructure needs.
- Created and managed user accounts and access permissions in line with security policies.
- Conducted cybersecurity awareness training for staff on best practices and safe tech usage.
- Maintained the full IT equipment inventory and assisted in network monitoring tasks.

EDUCATION

Bachelor of Computer Science & Engineering

In Progress

UBT College · Prishtinë, Kosovo

Core modules: Networking, Operating Systems, Cybersecurity, Databases, Web Development, Programming.