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[Bold Profile](#)

SKILLS

Network Administration (CCNA Level)

IT Support & Troubleshooting

System Administration (Windows & Linux)

Virtualization (VMware, Hyper-V)

Network Security & Access Control

Monitoring & Incident Detection

Hardware/Software Installation

Technical Documentation

IT Operations & Maintenance

IT risk management

PROJECTS

Zabbix Network Monitoring System

- Configured monitoring for over 100 devices including servers, switches, and firewalls.
- Developed dashboards, alerts, and templates to

ARBËR KAPLLANI

PROFESSIONAL SUMMARY

IT Specialist with hands-on experience in networking, system administration, and technical support. Skilled in configuring and troubleshooting routers, switches, VLANs, routing protocols, firewalls, and server environments. Strong background in Windows and Linux systems, virtualization technologies, and IT infrastructure maintenance. Known for solving technical issues efficiently, improving system reliability, and supporting secure, well-structured network environments. Cisco CCNA certified and continuously expanding expertise in cybersecurity and infrastructure operations.

WORK EXPERIENCE

January 2025 - Current

Tring TV - IT Specialist

- Administer and support enterprise servers, workstations, and network devices to ensure reliable daily operations.
- Configure and maintain routers, switches, firewalls, and other infrastructure components to strengthen network performance and security.
- Apply system and network access policies in line with organizational security standards.
- Conduct preventive maintenance and system updates to minimize downtime and technical disruptions.
- Manage Windows, Linux, and virtualized environments, including troubleshooting and optimization.
- Deliver responsive technical assistance to internal users, improving issue resolution times and reducing service interruptions.

January 2024 - December 2024

ATOM Computers - IT Technician

- Installed and set up network hardware and IT infrastructure for client sites, ensuring stable and secure connectivity.
- Diagnosed and repaired desktops, laptops, switches, routers, and related devices to restore full functionality.
- Configured network equipment and performed connectivity testing to maintain consistent performance.
- Provided onsite technical support, resolving user issues and implementing quick solutions.
- Ensured proper documentation of repairs, installations, and system upgrades.

June 2023 - September 2023

DHL International Albania - IT Technician

- Assisted new staff with complete system setup, including software installation, account configuration, and initial troubleshooting.

improve network visibility and uptime.

- Reduced outage detection time through proactive monitoring solutions.

Cisco CCNA Certification Lab Portfolio

- Designed enterprise multi-VLAN network environments with Layer 2 and Layer 3 segmentation.
- Implemented OSPFv2/v3, DHCP, NAT, and Cisco IOS security features.
- Troubleshoot complex enterprise-level networking scenarios and simulations.

GPU-Accelerated AI Workstation (Ubuntu)

- Installed NVIDIA drivers and CUDA 12.1 with GPU-enabled PyTorch configuration.
- Deployed AI models including LLaMA, Bloom, Mistral, and Gemma.
- Configured 24TB storage infrastructure and optimized overall system performance.

- Performed software updates, applied system optimizations, and ensured devices complied with corporate standards.
- Oversaw the condition and readiness of IT equipment to support smooth daily operations.
- Identified and resolved hardware, software, and basic network issues to maintain workflow efficiency.
- Tracked IT equipment usage and assisted with inventory and procurement activities.

EDUCATION

Bachelor's Degree, Information & Communication Technology
Bedër University College,
June 2025

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

- Certification ID: CSC014982937
- Issued: Oct 22, 2025
- Valid Until: Oct 22, 2028

LANGUAGES

- Albanian – Native
- English – B2 Professional Working Proficiency