





PERSONAL INFORMATION



Silvio Deda

-  Rr. Ramadan Veliu, 2001 Durres (Albania)
-  00355683368951
-  info@silviodeda.com
-  www.silviodeda.com
-  [Yahoo! Messenger \(YIM\)](#) deda.silvio | [Skype](#) silvio_deda

Sex Male | Date of birth 19 Nov 1995 | Nationality Albanian

JOB APPLIED FOR

IT Specialist, Network Administrator, Helpdesk, Software/Hardware Service Technician, Web Designer, Front-End Developer

WORK EXPERIENCE

1 Jul 2014–Present

IT Specialist

Kontakt Sh.p.k, Tirana (Albania)

- Implementation of new systems (servers, storage, software)
- Responsible of the training and management of the IT staff
- Management of QueueMetrics and VPN
- Network administrator
- Printer Network Installation and Configuration
- Computer and Server Maintenance
- Surveillance System Configuration and Management
- Router/Firewall pfSense (Management & Monitoring)
- Website/Email Administration under Company's Domain

15 Oct 2014–Present

IT Specialist & Web Designer

Best Marketing Company Sh.P.k (www.BMCalb.com), Tirana (Albania)

- Management and Monitoring of LAN / WAN / VoIP
- Implementation of new systems (servers, storage, software)
- Network administrator
- Printer Network Installation and Configuration
- Computer and Server Maintenance
- Router/Firewall pfSense (Management & Monitoring)
- ViciDIAL Management (Leads, Lists, Campaigns)
- Design and support for the company
- Administration of the email server
- Design and implementation with other platforms (custom domain, CRM, Mailchimp) of various Landing Pages
- Design of Banner Ads with Photoshop ▪ Web Analytics Integration for the landing pages and websites (integration of the Google Analytics for detailed reporting)

3 Jan 2016–Present

Owner, Front End Developer, Social Media Consultant

Silvio Deda (www.silviodeda.com), Tirana (Albania)

- Owner and Manager
- Web Designer, Front End Developer
- CMS, Wordpress Specialist ▪ Hosting and domain management ▪ Email Marketing (Mailchimp) ▪ Social Media Marketing (Facebook, Twitter, Google+, LinkedIn) ▪ Sales and customer support (Contacting clients for new contracts and supporting them with their websites) ▪ Facebook Marketing for www.GoMax.al (Facebook page redesign, Paid Ads, custom banners)

1 Oct 2015–30 Jun 2016

Computer Hardware/Software Specialist, Administrator

Extreme Computers, Tirana (Albania)

- Computer Hardware Upgrades & Repairs
- Software Installation and Maintenance
- Network Repairs & Installations ▪ Copier/Scanner/Printer Machines Maintenance ▪ Responsible of the Computer Parts Orders

30 Dec 2016–Present

Developer

Receta Gatimi APP, Tirana (Albania)

*App and Design Creator

*Link https://play.google.com/store/apps/details?id=com.wRecetaGatimi_4170279

EDUCATION AND TRAINING

12 Oct 2014–9 Oct 2017

Bachelor in Computer Sciences

University "Aleksander Moisiu" Durres, Faculty Of Technology and Information, Durres (Albania)

PERSONAL SKILLS

Mother tongue(s) Albanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	A2	B1	A2	A2
French	A1	A1	A1	A1	A1
Italian	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

Enthusiastic team spirit, good ability to adapt to multicultural environments, gained though my work and study experience, very good communications skills with non-technical personnel, I enjoy very much working with people and for people

Organisational / managerial skills

Leadership and organization skills in intense environments, acquired during the organization and administration of a team

Job-related skills

- Good command of quality control processes
- Mentoring skills (as senior IT, I am responsible for the training and induction of new IT staff)

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Other skills

- Advanced command of Microsoft products:
 - Operating Systems (Windows XP, Windows 7, Windows 8, Windows 10)

- Office Suite (2003, 2007, 2010, 2013, 2016 , 365)
- Very Good Command of pfSense Router/Firewall OS and ViciDIAL CallCenter Platform
- Web Development (HTML, CSS, JavaScript, little PHP)
- Content Management Systems (Wordpress, Joomla) ▪ LAN / WAN ▪ Adobe Photoshop, Adobe Dreamweaver ▪ Linux: Ubuntu, Xubuntu

Driving licence B

ADDITIONAL INFORMATION

Continuing Professional Education

Online Courses:

- Udemy - www.Udemy.com
- Learn Photoshop, Web Design and Profitable Freelancing
- Photoshop For Web Designers
- Web Design, HTML & CSS for Rookies
- Running A Web Desing Business
- Learn To Build Beautiful HMTL5 Websites in 1 Month
- SEO Training Course By MOZ - Lynda - www.Lynda.com
- Wordpress Essential Training
- Wordpress SEO - CBT Nuggets - www.CBTNuggets.com
- CCNA Routing & Switching