

PORTFOLIO · 2025

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IT Infrastructure · Networking · Tier 3 Technical Support Engineer

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📍 Prishtina, Kosova · 10000



IT Specialist and Network Administrator with **20+ years of experience** across ISP operations, NOC environments, and full-scope IT management. Known for owning **end-to-end infrastructure** — networks, servers, VoIP, and automation — and for turning complex incidents into permanent fixes.

What I Do



Networking & Infrastructure

Design, deploy, and maintain network infrastructure using MikroTik, UniFi, Ruijie, and GrandStream — covering routing, switching, Wi-Fi, VPN tunnels, dual-WAN failover, and firewall configuration across office and production environments.



Systems Administration

Administer Windows and Linux environments end-to-end — servers, workstations, access control, patch management, backups, and hardware lifecycle including procurement, RMA coordination, and vendor management.



Monitoring & Incident Response

Build multi-layer monitoring pipelines using MikroTik Netwatch, Zabbix, and Node-RED with real-time Telegram alerts. Investigate incidents through syslog analysis and device behavior tracing — delivering permanent root-cause fixes, not workarounds.



Automation & Scripting

Write Python, Bash, and PowerShell scripts to automate infrastructure tasks, parse syslogs, and trigger alerts. Orchestrate workflows with Node-RED to reduce manual intervention and speed up incident response.



VoIP & Communications

Deploy and manage VoIP platforms — 3CX, Grandstream, and Asterisk — across multi-site environments. Handle SIP trunk configuration, dial plan setup, extension management, number porting, and PBX maintenance.



Web & eCommerce

Build and deploy websites and online stores on WordPress, WooCommerce, Shopify, and OpenCart — covering theme setup, product catalogue, payment gateway integration, and ongoing maintenance.



Developer Tools & AI

Work daily with Claude Code, OpenAI Codex, Docker, and VS Code to build, automate, and deploy projects — combining AI-assisted development with containerised workflows.

Skills



NETWORKING

MikroTik

UniFi

Ruijie

GrandStream

Routing & Switching

Dual-WAN / Failover

VPN

Wireless Networks

Firewall Configuration

Structured Cabling



VOIP & COMMUNICATIONS

3CX

Grandstream

Asterisk

SIP Trunks

PBX Configuration

Dial Plan Setup

Number Porting



MONITORING & INCIDENT RESPONSE

MikroTik Netwatch

Zabbix

Node-RED

Syslog Analysis

Telegram Alerts

Root-Cause Analysis

NOC Operations



AUTOMATION & SCRIPTING

Python

Bash

PowerShell

Node-RED

Systems Automation



SYSTEMS ADMINISTRATION

Windows Server

Linux

Active Directory

Backup Management

Patch Management

Access Control



WEB & ECOMMERCE

WordPress

WooCommerce

Shopify

OpenCart



HARDWARE & INFRASTRUCTURE

Server Assembly & Maintenance

Hardware Diagnostics

Workstation Configuration

RMA Coordination

Vendor Management



DEVELOPER TOOLS & AI

Claude Code

OpenAI Codex

Docker

VS Code

AI-Assisted Development

Containerisation



CLOUD & PRODUCTIVITY PLATFORMS

Google Workspace

Microsoft 365

Zoho CRM

Zoho Mail

User & License Management

Domain & DNS Configuration

Email Administration

Resume

Key Achievements

- Built multi-layer network monitoring using MikroTik Netwatch, Node-RED, and Python — with real-time Telegram alerts triggering the moment a device or link goes down.
- Deployed and managed VoIP platforms (3CX, Grandstream, Asterisk) with multiple SIP trunks at Intercom Ventures and BitByBit, handling dial plans, extensions, and trunk registration end-to-end.
- Designed dual-WAN load balancing and 4G LTE failover across GrandStream, UniFi, Ruijie, and MikroTik — including VPN tunnels, device backups, and full technical documentation.
- Reduced recurring incidents by delivering permanent root-cause fixes through deep syslog analysis and device behavior investigation across NOC and production environments.
- Developed and deployed LunarSense (WiFi CSI occupancy & vitals monitor) and LunarClick (HR management platform) as production-ready products.
- Delivered eCommerce and web deployments across WordPress / WooCommerce, Shopify, and OpenCart for business clients.
- Served as escalation point for complex incidents spanning multiple ISPs, third-party vendors, and cross-team environments.

Professional Experience

IT Specialist & Network Administrator

AlbaQeramika — Prishtina, Kosova

Oct 2017 – Present · 8 yrs 8 mos

- Own end-to-end IT infrastructure across office and production facility — networking (MikroTik, UniFi), servers, workstations, VoIP, and user support.
- Administer Windows and Linux systems including access control, patch management, backups, and enterprise tooling.
- Configure and maintain VPN tunnels, dual-WAN failover, switching, routing, and wireless networks.
- Built automated monitoring and real-time alerting pipelines using Node-RED and Telegram for instant incident notification.
- Manage full hardware lifecycle — procurement, vendor coordination, RMA procedures, and scheduled maintenance.

IT Specialist & Network Administrator · NOC / Monitoring Engineer

BitByBit sh.p.k — Prishtina, Kosova

Oct 2014 – Oct 2017 · 3 yrs 1 mo

- Operated the NOC: monitored client networks, triaged alerts, and escalated complex issues to engineering.
- Deployed and managed VoIP infrastructure — 3CX, Grandstream, and Asterisk — including SIP trunk setup, dial plan configuration, and extension management.

- Diagnosed and resolved complex issues spanning routing, switching, and customer-edge equipment through deep syslog and log analysis.
- Conducted root-cause investigations for recurring incidents and implemented permanent fixes to reduce repeat escalations.
- Coordinated with ISPs and third-party vendors to restore service and manage fault resolution.

● Monitoring Engineer · Team Leader (NOC)

Intercom Ventures LLC — Kosova

Oct 2013 – Oct 2014 · 1 yr 1 mo

- Led a NOC shift team monitoring large-scale infrastructure 24/7 across multiple client environments.
- Deployed and maintained VoIP systems including SIP trunks and PBX configuration for client deployments.
- Owned escalation workflows, on-call rotations, and inter-team coordination; mentored junior monitoring staff.
- Improved alert quality and reduced false positives by refining monitoring thresholds and alert rules.

● IT & Networking

PC Comp sh.p.k — Kosova

Apr 2010 – Oct 2013 · 3 yrs 7 mos

- Deployed and maintained client networks, structured cabling, and customer-edge devices across multiple sites.
- Assembled and configured desktop and server hardware; resolved on-site and remote support tickets.
- Coordinated hardware RMAs and vendor replacements to minimize client downtime.

● Networker

KosovaNet — Kosova

Jan 2002 – Jan 2010 · 8 yrs 1 mo

- Built and operated wireless and wired ISP networks across Kosovo during a formative era for regional connectivity.
- Provisioned customer broadband links, troubleshoot last-mile and backbone issues, and supported field installations.
- Maintained network equipment and managed customer connections across multiple access points.

LANGUAGES

Albanian (Native)

English (Fluent)

Serbo-Croatian (Fluent)

Projects

A selection of infrastructure, automation, and operational projects I have worked on in production environments.



Network Monitoring System

Built a multi-layer infrastructure monitoring and alerting system. Used MikroTik Netwatch for on-device WAN link health checks and Node-RED to orchestrate real-time automated notifications via Telegram the moment a device or link goes down. Complemented this with a Python script that continuously parses syslog messages from network devices and triggers targeted alerts when specific failure patterns or abnormal behavior are detected.

Monitoring

MikroTik Netwatch

Node-RED

Telegram

Python

Syslog

Automation

Real-Time Alerts



Infrastructure Incident Investigation & RCA

Led root-cause investigations for complex infrastructure incidents across NOC and production environments. Analyzed syslog output, device behavior, and monitoring data to trace failures to their origin — spanning routing issues, link flaps, hardware faults, and misconfigured services. Delivered permanent fixes rather than workarounds, reducing recurring incidents and improving overall network stability across managed sites.

RCA

Syslog Analysis

NOC

Incident Response

Permanent Fixes

Network Stability



System Assembly & Server Maintenance

Assembled and configured desktop systems while performing maintenance and troubleshooting on server hardware. Diagnosed hardware failures, replaced faulty components, and ensured stable system operation across workstations and servers.

Hardware

Servers

Computers



Dual-WAN Load Balancing & 4G Failover

Designed and deployed dual-WAN load balancing and 4G LTE failover solutions across multiple vendors — GrandStream, UniFi, Ruijie, and MikroTik. Configured failover rules and load balancing policies to maintain service continuity during ISP outages. Set up VPN tunnels across all platforms for secure remote access and site-to-site connectivity. Produced full device backups and technical documentation for every deployment.

MikroTik

UniFi

GrandStream

Ruijie

Dual-WAN

4G Failover

VPN

Documentation



VoIP Provider Service

Deployed and managed VoIP infrastructure across multiple organizations, including Intercom Ventures LLC and BitByBit sh.p.k. Configured and maintained multiple SIP trunks and a range of PBX platforms — 3CX, Grandstream, and Asterisk — tailored to each environment's scale and requirements. Handled end-to-end setup including dial plan configuration, extension management, trunk registration, and ongoing troubleshooting.

VoIP

SIP

3CX

Grandstream

Asterisk

PBX



RMA Coordination & Hardware Lifecycle

Managed the return and replacement process for faulty hardware through vendor RMA procedures. Coordinated with suppliers to diagnose hardware failures, process replacements, and track device lifecycle to ensure minimal operational disruption.

RMA Coordinator

Warranty



LunarSense — WiFi Occupancy & Vitals Monitor

Deployed a non-camera monitoring system that uses WiFi Channel State Information (CSI) to detect occupancy and measure vital signs — breathing rate (± 1 br/min) and heart rate (± 2 BPM) — through up to 3 solid walls. Sensor runs on ESP32 over 2.4 GHz WiFi with real-time 2-second data updates. Cloud portal secured with TLS in transit and AES-256 at rest. GDPR-compliant by design — no video, no biometric data captured.

WiFi CSI

ESP32

IoT

Cloud

AES-256

GDPR



LunarClick — HR Management Platform

Built and deployed a centralized HR platform covering the full employee lifecycle — camera-based clock-in/out with photo proof, a three-tier payroll engine aligned to labor law, leave management with approval workflows, and full audit logging with automatic backups. Supports four role levels (Worker, Manager, Admin, SuperAdmin) with enforced permissions and no manual configuration. Deployable within one business day.

HR Platform

Payroll

Attendance

Role-Based Access

Audit Logging



Website & eCommerce Development

Built and deployed multiple websites and eCommerce stores across various platforms — WordPress, WooCommerce, Shopify, and OpenCart. Handled full setup including theme customization, product catalogue

configuration, payment gateway integration, and performance optimization. Live deployments include [vashe.shop](#) and [hapudoor.com](#).

- WordPress
- WooCommerce
- Shopify
- OpenCart
- eCommerce