KLEVIS
HYSENLIKAJ

Phone: (914) 320-6824

E-mail: klevhysenlikaj@gmail.com

Website: klevishysenlikaj.com

PROFILE

Passionate and dedicated IT Engineer seeking an opportunity to work with a responsible and efficient team, to implement state-of-the-arti technical service solutions, and optimize end-user productivity for the company through my creative efforts.

EXPERIENCE

TEAM LEAD SUPPORT ENGINEER

ALVAREZ & MARSAL – New York, NY (01/2020 - present)

- Manage an L2 Support team of 15+ members, offering technical support and advice to users across multiple locations, platforms and technologies.
- Manage team performance and responsible for the overall development of the team.
- Leads and provide solution to any complex technical issues related to the organization.
- Review assignments for accuracy and quality.
- Coach all team members and motivate them to produce desired results.
- Write and forward regular reports to the management.

SENIOR SUPPORT ENGINEER

PRO4IA, INC. – New York, NY (09/2019 - 12/2019)

- Coordinate and correspond to incidents tickets and requests through completion.
- Responsible for supporting 500+ high level executive users within the New York Metro Area.
- Handle on-boarding/off-boarding procedures including procurement processing and workstation setup.
- Execute and deliver operation projects; post migration, server, voice, TCP/IP, DNS, Microsoft Office 365 and build/deployment of image per client's domain.

SENIOR TECH (PART TIME)

CHRISTINE VALMY– New York, NY (09/2018 - present)

- Manage building and reconstructing the server room; administration to cabling, port/switch and network configurations.
- Comply to company's budget to integrate and upgrade all assets to increase the user experience.
- Oversee procurement orders, track assets, build PC and reimages, process repairs, deploy and troubleshoot all hardware and software related matters.
- Dedicated remote and onsite support via after business hours and weekends.

LEVEL 2 SERVICE TECHNICIAN DESK

ALVAREZ & MARSAL – New York, NY (09/2018 - 09/2019)

- White glove service to 20 Executive and supported 1200+ users in the NYC headquarters office including 11 domestic offices remotely 24/7.
- Diagnosed hardware/software reported issues; Mac/Windows, mobile, local/ network printers, AV and VoIP phones.
- Increased user's workflow by 40% from SLA reviews by identifying cause of issue and applying swift solutions.
- Assisted with training clients and Service Desk team on various common issues via admin management: Cisco Unity, MDM, ConnectWise, Microsoft Intune, Commvault Active Directory, and SCCM tools.
- Side projects to conduct testing, network patches and server upgrades.

APPLICATION SUPPORT ENGINEER

MINISTRY OF JUSTICE - ALBANIA (11/2013 - 09/2017)

- Appointed team lead of 7 members to assure all break/fix incidents are resolved effectively and swiftly.
- Educated Executives and trained staff team on new immovable properties application.
- Renovation to internal applications; property registration using Visual Basic, C and SQL Server 2008 database.
- Developed new strategies and technical documentations to increase efficiency, enhanced workflow to improve customer satisfaction based on customer feedback.
- Maintained strong Executive relations; follow-up on repairs, upgrade.
- Various projects upon server patches upgrades and repairs.

EDUCATION

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY

University of Tirana, Faculty of Natural Science (2013 - 2015)

BACHELOR IN INFORMATION TECHNOLOGY

University of Tirana, Faculty of Natural Science (2010 - 2013)