

# DRENI DELIU

Prishtinë, Kosovë | + 383 49 198 587 | drendeliu1@gmail.com

## SUMMARY

Motivated and reliable professional with experience in IT support, customer service, and technical troubleshooting. Strong problem-solving skills with the ability to quickly learn new systems and technologies. Comfortable working independently or in a team environment. Passionate about technology, computers, and creative digital design.

## TECHNICAL SKILLS

Hardware & Software	Adobe Creative Suite	Customer Support &
Troubleshooting	Photo Editing & Retouching	Communication
Windows, macOS, Linux Support	Motion Graphics Basics	Problem Solving
OS Installation & Configuration		Fast Learning & Adaptability

## PROFESSIONAL EXPERIENCE

### Driver – KFC Kosova

Aug 2024 – Present

Delivered orders accurately and on time  
Provided friendly customer service  
Handled payments and transactions responsibly  
Maintained professionalism in fast-paced environment

### IT Support – Premium Gaming, Prishtinë

Nov 2016 – May 2017

Assembled and configured computer systems  
Installed and configured operating systems and software  
Troubleshoot hardware, software, and network issues  
Helped maintain system performance and security

### Customer Service – I&M Call Center

Jan 2024 - Jun 2024

Handled inbound and outbound customer calls  
Assisted customers with inquiries, issues, requests  
Provided professional and friendly customer support

### Logistics Assistant – MCM Travel

Mar 2023 - Oct 2023

Coordinated daily logistics and travel arrangements  
Managed bookings, schedules, and documentation  
Communicated with clients and partners regarding travel plans

## EDUCATION

### Bachelor Degree in Nursing

AAB College -- Prishtinë

2018 – 2023

### CyberSecurity

Cyber Academy – Prishtinë

2025 - Currently

### High School Diploma

“28 Nentori” – Prishtinë

2015 – 2018

### Graphic Design Diploma

United Pixels Academy —

Prishtinë

Sep 2024 – Nov 2024

## ADDITIONAL INFORMATION

- **Languages:** Albanian, English, German.
- **Certifications:** United Pixels Academy, Cyber Academy.