

## **ATTESTATION of Shadowing Job**

Done by MARIN JANUSHAJ

In *ITirana sh.p.k*

From September 2022 – February 2023, Mr. Marin Janushaj had a shadowing job in our company (ITirana). Mr. Janushaj carried out the following essential duties/responsibilities when working with us:

- Responded to customer service requests, debug issues, and assist in developing solutions for daily issues regarding our customer services.
- Supported desktop operating systems, applications, network equipment and hardware for our internal computers.
- Conducted minor equipment repairs and arranged for other servicing needs.
- Monitored antivirus software updates, and fix any PCs with malware or viruses within the company.
- Recorded of actions, solutions, and answers to customer service requests in our ticket system.
- Assisted in keeping our customer equipment documentation and inventory records up to date.
- Maintained open lines of communication and constructive working relationships with employees.
- Carried out additional tasks and projects as required.
- Worked with computers, both actual and virtual machines, printers, and servers.

During this time Mr. Janushaj displayed a great personality and excellent soft skills which made his collaboration with the team easy and effective. We strongly recommend and support Mr. Janushaj for any of his future academic endeavours.

Name (signature): Arben Qarkaxhija

Title: Managing Director

Company: ITirana sh.p.k

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