

Enida Mataj

BSc Engineer

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Enthusiastic Jr. Network Engineer eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Routing & Switching and 5G Networks. Motivated to learn, grow and excel in the above industries.



Work History

Dec 2019 - Student Intern

Current

National Instruments GmbH, Dresden, Germany

- Analyzing network slicing and QoS methods defined by 3GPP for 5G systems
- Analyzing impact of network slicing and QoS on the MAC layer of gNB and 5G UE.
- Analyzing how 3GPP network slicing and/or QoS methods can be applied for selected example use cases.
- Slide Tech preparation regarding Network Slicing and 5G QoS topic.
- Configuring the system setup for end-to-end 5G Network Simulation
- Communicating effectively with management and instructors and openly accepted critiques and suggestions for areas of improvement.

Sep 2019 - Research Intern

Nov 2019

National Instruments GmbH, Dresden, Germany

- Analysis and documentation of 3GPP and ORAN standards regarding network slicing and quality of service mechanisms
- Simulation setup assistance
- Preparation of conference calls with vendor
- Research for, and definition of master thesis topic

May 2016 - NMC Engineer

Aug 2017

Tring JSC, Tirana, Albania

- Member of the NMC shift team within the NMC Control Room.
- Monitoring all network equipments failures and alarms.
- Use diagnostic and test facilities of the various management tools to localize the cause of the failure or alarm.
- Ensure all fault information, and any corrective actions taken, are recorded in the Trouble Ticketing system.
- Lease with Field Support staff, customers in order to ensure that service is restored

efficiently in line with Service Level Agreements.

- Provisioning in all of technologies (ADSL, GPON, Fiber Optic, HFC, Ethernet, Wireless) to residential and business customers.
- Supporting Field Engineers on daily tasks regarding problems of various network connections (ADSL, GPON, Fiber Optic, HFC, Ethernet, Wireless).
- Give solutions and technical helpdesk support for residential and business customers.
- Perform proactive routines and maintenance tasks on the platforms and systems, as laid down in NMC procedures and practices.
- VoIP CPE connection troubleshooting in wired/wireless network (ATA and IP-Phones).
- Testing, diagnosing and configuring faulty equipments (Routers, ATA, IP Phones).

Apr 2015 - Technical Support Engineer

Apr 2016

Tring JSC, Tirana, Albania

- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Working with Radius Server.
- Working with Sugar CRM.
- Basic CPE Configurations Take ownership of customer issues reported and see problems through to resolution.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues related to network connection IP, DNS, ports, the optical signal, traffic) and end equipment (router, switch, modem, etc).
- Reviewing product change requests Learning about product updates and new technologies.
- Provide prompt and accurate feedback to customers.
- Ensure proper recording and closure of all issues.
- Answering questions from customers and prospective customers about the features and capabilities of our services.
- Communicating customer needs and wishes to the development and engineering staff.



Education

**Oct 2017 -
Current**

Master of Science: Communications And Computer Networks Engineering

Polytechnic University Of Turin - Turin, Italy

**Oct 2012 -
Mar 2016**

Bachelor of Science: Telecommunication Engineering

Polytechnic University Of Tirana - Tirana, Albania



Languages

Albanian

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Native

English



Italian



Certifications

Jan 2020 CCNA Routing & Switching



Courses

Oct 2019 - Dec 2019 Attended in Cisco Incubator Students program 7.0 and completed all four modules of CCNA Routing & Switching

Feb 2020 - Apr 2020 Cisco Incubator Students program 7.0 (Network Automation Course, Python Programming)