

DIONIS ZEKAJ

Web & Technical Support Specialist | Digital Operations

Peja, Kosovo | Available for full-time remote work

PROFILE

Technology-focused professional with hands-on experience spanning system administration, web development, graphic design, technical support and day-to-day operations. Comfortable owning work from initial request through delivery, learning unfamiliar systems quickly and communicating clearly with clients and teammates. Best suited to practical remote roles where reliability, problem solving and organized execution matter.

CORE CAPABILITIES

Technical support	Web & digital work	Operations
Troubleshooting	Website updates	Data entry
System administration	Graphic design	Task coordination
Help desk support	Digital asset production	Client communication

EXPERIENCE

Technical & Operations Roles - WeCare Solutions

System administration, troubleshooting, organization and team coordination

- Handled day-to-day technical issues and helped keep systems and workflows running reliably.
- Balanced hands-on technical responsibilities with operational and managerial coordination.
- Prioritized incoming work, followed issues through resolution and kept stakeholders informed.

Freelance Web Developer & Graphic Designer

Independent client work

- Built and updated websites and produced digital materials based on client requirements.
- Managed projects from initial brief and scope clarification through revisions and final delivery.
- Translated broad ideas into practical outputs while managing expectations and deadlines.

WORKING STYLE

- Independent and accountable: able to move work forward without constant supervision.
- Resourceful learner: comfortable understanding new tools, systems and business processes.
- Clear communicator: focused on useful updates, realistic expectations and finished results.
- Quality-minded: checks details, tests outcomes and improves work through feedback.

ROLE FIT

Technical support, website content operations, junior web administration, digital production, data-entry operations, customer support and remote operations support.