

PERSONAL INFORMATION

Kastriot Dërmaku

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Facebook - IM service not applicable

Sex Male | Date of birth 18/Jun/1982 | Nationality Kosovo/Albanian

WORK EXPERIENCE

12/2019 – Present

Associate Professor – Public University of Gjilan “Kadri Zeka”

Public University of Gjilan “Kadri Zeka”, Str. Zija Shemsiu, pn Gjilan (Kosovo)

- **Computer Science Faculty**, Lecturer in Internet Development, Introduction to Computer Graphics, Introduction to Artificial Intelligence, Computer Architecture &SO, Application Programs in E-Government.
- **Faculty of Applied Sciences**, Lecturer in Informatics, Computer Systems, Application Programs, and computer.
- **Faculty of Education**, Lecturer in ICT Primary Education and ICT Pre-Primary Education.

10/2019 – 12/2023

Assistant Professor – Public University of Gjilan “Kadri Zeka”

Public University of Gjilan “Kadri Zeka”, Str. Zija Shemsiu, pn Gjilan (Kosovo)

- **Computer Science Faculty**, Lecturer in Internet Development, Introduction to Computer Graphics, Introduction to Artificial Intelligence, Internet Security and Visualization and Image Processing.
- **Faculty of Applied Sciences**, Lecturer in Informatics, Computer Systems, Application Programs, and computer.
- **Faculty of Education**, Lecturer in ICT Primary Education and ICT Pre-Primary Education.

Government sector

10/2018 – 10/2019

Assistant – Public University of Gjilan “Kadri Zeka”

Public University of Gjilan “Kadri Zeka”, Str. Zija Shemsiu, pn Gjilan (Kosovo)

- **Computer Science Faculty**, Assistant in Electronic Circuits, Architecture and Computers, WEB Technologies, Introduction to Artificial Intelligence, and Visualization and Image Processing.

Government sector

10/2017 – Present

IT Expert – Kosovo Court

Kosovo Court, Palace of Justice, Str. Nekibe Kelmendi, Pristina (Kosovo)

- The request from Kosovo Court, based on Court Decisions for doing expertise for disagreement of interested parties or request from clients or organization, for finding evidence.
- Professional commitment, integrity, analysing and verifying of document, Contract, Terms of Reference between interested parties.
- Contacting and interviewing parties part of the expertise for finding evidence based on Court agreements or interested parties.
- Examination in IT capabilities such as: Hardware, Server, Disk: HDD/SSD, system, or Software, databases, transaction, logs.
- Commitment to presenting facts and evidence and interviewing the parties on her agreements.
- Preparing the final report in details with conclusion.

Government Court, Private clients or businesses

12/2017 – 03/2020

Head of IT – IT Sector

Kosovo Security Council, Government Building, Mother Teresa Square 10000 Prishtina, Republic of Kosovo, Pristina (Kosovo)

- Is responsible for the implementation of international standards of Information Technology, implementation of legislation and monitoring of IT service provisions in the KSC.
- Provides IT support to KSF and QS staff, and is a liaison with telephony operators and other information service companies to provide new lines and other services to KSC.
- Provides quality services of IT equipment.
- Provides proper maintenance of all IT equipment (including computers and ancillary equipment, photocopiers, telephones, fax machines, servers, Access control system, etc.
- Makes projects for the reinstallation of all IT / Communications equipment if officials change their place of residence.
- Is responsible for updating the list of telephone numbers and e-mail addresses of SKSK-QS.
- Ensures the normal and regular operation of the VoIP telephony system as well as the operation of the network .

Government sector

06/2011 – 12/2017

Head of the Systems and Communications Administration Department – IT Sector

Ministry of Internal Affairs - Civil Registration Agency, Str. Luan Haradinaj, Pristina (Kosovo)

- To lead the work of the Department for Systems and Communications Administration (DASK) within the MIA and to ensure that the entrusted functions are being properly fulfilled.
- To ensure the fulfilment of the duties of DASK, in the application of the law and other provisions in scope of the Department.
- Ensure the development and oversight of the implementation of Information Technology (IT) policies for the ARC and the MIA.
- Develops and sets standards for regulations regarding hardware, software, data communications, security, computer systems interoperability for ARC and MIA.
- Develop work plans and work programs with DASK staff, as well as coordinate them with departments and other units
- Provide impartial and accurate, professional advice on IT and administrative matters at the highest levels, clearly outlining the possible options and implications for each option.

Government sector

09/2009 – 06/2011

IT Network – IT Sector

Ministry of Internal Affairs - Civil Registration Agency, Str. Luan Haradinaj, Pristina (Kosovo)

- Leads working groups during the implementation and continuous improvement in network administration and security for internal systems in MIA.
- Implements network security policies for internal systems and prepares standard operating procedures for complete security.
- Ensures the good functioning of the MIA network and takes care of its security.
- Develops network security and security of the internal system of the MIA.

- Implements and manages the security process of incorporation of networks, sub-networks and segments of networks distributed in all centres that are within the competence of the MIA.
- In cooperation with the Head of the Division to draft policies for the management of the internal network of the MIA and other agencies.

Government sector

12/2008 – 09/2009

Project Manager

"TEHNOMOBIL"d.o.o - Branch in Kosovo.

- Organization of projects, preparation of staff for the field, preparation and training of staff for project implementation, supervision of works, etc.
- Web Domain registering, Hosting, Designing, web app and Database create, mail server creating managing.
- Publication graphic design for creating the design on vector and pixel graphics for printing: books, newspapers, magazines, catalogs, brochure, leaflet for digital publishing.
- Monitoring and managing existing IT equipment's, systems, apps and databases, updating the modules based on clients request.
- Business Network Technology, design and maintains network infrastructure from clients request.
- Call Center Solution, SMS Marketing by implementing monitoring and maintain.

Private sector

EDUCATION AND TRAINING

PhD DEGREE

University of Library Studies and Information Technologies - Sofia.

Diploma
29/10/2018

Sofia, p.k. 1784, 119 Tsarigradsko Shosse Blvd, Bulgaria.

MASTER DEGREE

South East European University - Skopje

Bachelor Diploma
26/12/2015

Arhiepiskop Angelarij, nr.1 1000 Skopje, North Macedonia

BACHELOR DEGREE

Public University of Pristina "Hasan Prishtina", Faculty of Electrical and Computers Engineering, Programme: section Automatic

Bachelor Diploma
22/04/2009

Sunny Hill, 10 000 Pristina, Kosovo

1997 – 2001

Secondary School, "Gjin Gazulli" Section: Electronic and Computing

Diploma
08.06.2001

Pristine, Kosovo

1989 – 1997

Primary School, SH.F "Hasan Prishtina"

Diploma

Pristine, Kosovo

ACADEMIC PUBLICATIONS

Monography: Development of E-Strategy in Kosovo
ISBN 978-9951-766-39-5,,
Prishtinë 2019

Kastriot Dermaku, "Digitisation of Administration and Legal Basis in Kosovo"
Access to Justice in Eastern Europe,
ISSN: 2663-0583

<https://ajee-journal.com/digitisation-of-administration-and-legal-basis-in-kosovo>

Kastriot Dermaku, "Protection and Exchange of Personal Data on the Web in the Registry of Civil"
Status Emerginng Science Jurnal www.ijournalse.org,,
ISSN: 2610-9182

<https://ijournalse.org/index.php/ESJ/article/view/1287>

Kastriot Dermaku, "An Empirical Analysis of Fintech's Impacts on the Financial Performance of Banks in Kosovo

"
Status Emerginng Science Jurnal www.ijournalse.org,,
ISSN: 2610-9182

<https://ijournalse.org/index.php/ESJ/article/view/1596>

Kastriot Dermaku, IP Packaging Filtering in Computer Networks Using Artificial Intelligence in the Regulatory Authority of Electronic and Communications Kosovo
Jurnal of Communications ww.jocm.us,
ISSN: 1796-2021

<http://www.jocm.us/show-265-1734-1.html>

Kastriot Dermaku, Planning Telecommunications Infrastructure in Kosovo through Geographic Information Systems (GIS)
Journal of Mathematics, Computer Science and Education,
ISSN: 2603-4735 (Online), ISSN: 2603-4670 (Print)
License: CC BY-NC-ND

<http://journals.uni-vt.bg/mcsc/eng/vol3/iss1/art3>

Vol.3, No.1, 2020

Kastriot Dërmaku, The Effect of Using Micro: bit on Lower Secondary School Student Critical Thinking
Journal of Mathematics, Computer Science and Education,
ISSN: 2603-4735 (Online), ISSN: 2603-4670 (Print)
License: CC BY-NC-ND

Vol.3, No.1, 2020

<http://journals.uni-vt.bg/mcse/eng/vol3/iss1/4>

Kastriot Dërmaku, Financial and Legal Obligations that appear from Internet Traffic - Technology of Information and Communication Kosova Case
ISSN:2292-1648

Vol.12, No.3, 2019

<http://www.ijmeonline.com/index.php/ijme>

Kastriot Dërmaku, Model Saas International Payment Organizations
ISSN:2284-9454

Vol.9, No.3, 2019

<http://journals.univ-danubius.ro/index.php/jam/author/submission/5429>

CONFERENCE PARTICIPATIONS

Kastriot Dërmaku, DigiDay-Conference 2022/ Development towards e-Society Conference

May 30-31 May, 2022 in Gjilan, Kosovo

<https://www.uni-gjilan.net/wp-content/uploads/2022/03/Book-of-Abstract-DiGiDay-Conference-2012-v.-Final-40-faqe.pdf>

Kastriot Dërmaku, DigiDay-Conference 2019/ Development towards e-Society Conference

May 30-31 May, 2019 in Gjilan, Kosovo

<https://www.uni-gjilan.net/wp-content/uploads/2019/03/Book-of-Abstract-DiGiDay-Conference-2019-v.-Final-40-faqe.pdf>

Kastriot Dërmaku, Forum Customer Verint/ Security Powered Intelligence,

April 15th-17th, 2019 in Baveno, Lago Maggiore, Italy

http://ekonomskiinstitut.com/al/wp-content/uploads/2013/10/Juridik_10_2.pdf

Kastriot Dërmaku, Conference “Critical Communications World 2018”

https://www.messe-berlin.de/en/Organizers/EventCalendar/Event_28288.html

Mentorim në Master Program

Marketingu Elektronik –Rast Studimi Regjioni i Gjilanit
Kandidate : Rina Kosumi

Linku: <https://online.anyflip.com/qesoi/ybmc/mobile/>

Mbrojtja dhe Siguria e të dhënave personale gjatë shkëmbimit me WEB Shërbime

Kandidati : Hekuran Kadolli

Linku: <https://online.anyflip.com/qesoi/dgdz/mobile/>

Aplikimi i strategjisë së sigurisë kibernetike në Republikën e Kosovës
Kandidati : Dren Thaqi

Linku: <https://online.anyflip.com/qesoi/aptc/mobile/>

Aplikimi i strategjisë së sigurisë kibernetike në Republikën e Kosovës
Kandidati : Dren Thaqi

Linku: <https://online.anyflip.com/qesoi/aptc/mobile/>

PERSONAL SKILLS

Mother tongue(s) Albanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	Proficient – C2	Proficient – C2	Proficient – C2	Proficient – C2	Proficient – C2
	Replace with name of language certificate. Enter level if known.				
Serbian	Fluent – A2	Fluent – A2	Fluent – A1	Fluent – A1	Fluent - A1
	Replace with name of language certificate. Enter level if known.				

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills

The communication skills is part of life, family, friends, and employing staff.

- I have more than 20 year working in different company and institutions, and never have problem with staff or college.

Organisational / managerial skills

Job-related skills

I am a teacher in a higher educational institution and for three years I was a coordinator in the master's program.

Working from long time in IT section and related to other like:

- Head of IT in many of Government Institutions
- IT Expert in Kosovo Court for judicial expertise.
- IT Database Administrator, System Administrator, in section of IT.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Independent user	Independent user	Proficient user	Independent user

Levels: Basic user - Independent user - Proficient user

[Digital competences - Self-assessment grid](#)

Replace with name of ICT-certificates

Computer skills for processing text and photo data:

- Good command of Microsoft Office (word processor, spread sheet using function, tables, graphics in excel, Visio design, Outlook, access, making presentation in power point)
- Good command of photo making, editing, vector, logo and text with adobe platform.