

Gelson Collaku

Tirana, Albania

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Summary

Cybersecurity Specialist with 2+ years of hands-on experience in incident response (CSIRT), ISO 27001 compliance, and network security. Certified in penetration testing and vulnerability assessments, with a proven track record of reducing compliance gaps by 25% and optimizing IT infrastructure for 99.9% uptime.

Experience

Feb 2024 - Present

OSHEE | Tirana, Albania | Cybersecurity Specialist

- Implemented ISO 27001-compliant incident response (CSIRT) policies, reducing compliance gaps by 25%.
- Performed 10+ vulnerability assessments, addressing 50+ security risks in critical infrastructure.
- Trained 4,000+ employees, reducing phishing susceptibility by 15% through simulated exercises.

Oct 2023 - Feb 2024

iTeam | Tirana, Albania | IT Specialist

- Diagnosed and resolved 50+ weekly network issues remotely/on-site, improving client uptime by 25%.
- Streamlined IT workflows for 10+ clients, reducing hardware troubleshooting time by 30%.

May 2022 - Jun 2023

FA | Tirana, Albania | IT Manager

- Designed and deployed a secure LAN network for 50+ users, increasing data transfer speeds by 35%.
- Maintained 99.9% system availability through daily network monitoring and optimization.

Technical Skills

- Cybersecurity: Incident Response (CSIRT), ISO 27001, IDS/IPS, Encryption
- Networking: TCP/IP, VPN, NAS, Virtual Machines (VMware/VirtualBox), Network Security
- Tools: Wireshark, Nmap, Metasploit, SIEM Tools (Graylog)

Certifications

- Front-End Development (DominuSoft)
- Ethical Hacking Essentials (EC-Council)
- Network Security (Great Learning)
- CyberSecurity Essentials (Great Learning)
- TCP/IP (Coursera)

Education

Bachelor of Science in Electronic Engineering - Polytechnic University of Tirana | 2017

Languages

- **English** (Fluent)
- **German** (Intermediate)