#### MSc. Albi Dode



#### **Summary**

Software Engineer/Developer, IT Support, Manual Tester, Technical Writer, and Data Protection Officer providing technical support, developing software programs, web sites, giving information security/DPO consultancy. I have knowledge in Agile methodology for leading teams in achieving excellence in client satisfaction, productivity, and profitability. Firm mindset with a drive to find solutions to new problems. Strong analytical skills and detailed to project's requirements. Adaption well in groups and a willingness to understand the various roles played by fellow team members. Perform tests and find ways to eliminate bugs in the programs. Build interactive and dynamic websites and experience with remote projects.

#### Work experience

IT Support 2022

#### Zooplus

- Prompt and professional IT support in person, by telephone or remotely. Collect and records data in the Helpdesk ticketing system (Jira).
- Set up, monitor and support modern office technology including laptops, printers and audio/video (A/V) equipments, etc.
- Support in research and procurement of hardware and software.
- Create, update and maintain documentation for all end user and business office technologies.
- Contribute to the continuous improvement of local IT processes.
- Support and collaboration on IT-related projects with other colleagues from IT Services.
- Setting up new joiners including account management (MDM administration and enrolment (Azure, Intune, Jamf)). Prepare documentations and tutorials. Offer on/off boarding trainings.
- Adhere to and monitor company security and technology policies.
- Management of accessories for printers, desktop computers, laptops, headsets, etc.

IT Support 2021 - 2022

#### astraia software gmbh

Support a wide range of technical and network solutions including Windows, MAC and monitoring of the systems. \* Gather and analyse information about the user's issue in order to determine the best way to resolve their problem. \* Point of contact for Windows Server issues troubleshooting and Database back ups & transferring (Sybase+PostgreSQL). \* Prepare and conduct technical and application trainings. \* Co-operate with our Sales and Product Management department. \* Make use of XML, Java, SQL skills for data analysis. \* Optimize IT Support workflow.

#### IT Support 2021 - 2021

#### Leipzig International School

IT Service Desk - Solve ticket issues. Networking, Switches and Routing support.
 Data Backups. Update website and user manuals. Manage the wireless accounts. \*
 Support for Windows& Mac (Office 365 & Active Directory). \* Remote & In-place support (Software & Hardware). \*Provide ideas in meetings for new technical

#### **Skills**

Languages & Databases

C++, C#, VB .Net, Java, Python, HTML/SQL/PHP, R, Sybase, PostfreSQL, MySQL

#### **Applications**

Active Directory, GIT, Dita XML, Veeam, Baramundi, Ranorex, WireShark, Postman, CAS, Confluence, Zammad, Jira, Intune, Azure, JAMF, LogicMonitor, WEKA, KNIME

#### **Competencies**

- Handle multiple projects simultaneously
- Prioritisation skills
- Troubleshooting
- Analytical skills
- Network
- Coding
- Technical Support
- Quality Assurance
- Research in new technologies

#### Languages

English, Italian, Spanish, Swedish, German

#### Certification

GDPR - DPO

Startup Winner

Researcher 2019 - 2021

#### ESIT & University of Ulm

Development of a generic framework for mobile data sensing and mobile patient intervention for tinnitus patients. Data analysis and articles publications.

Collect, analyse and publish data related scientific articles. \* Support for
monitoring, measuring and researching large amounts of data coming from
TrackYourTinnitus smartphone application. \* Help in code troubleshooting and
maintenance. \* Help bachelor and master students prepare their thesis
preparation and writing. \* Development of new ideas related to the tinnitus topic
through extensive data analysis and visualizations results from machine learning
and algorithms implementation. \* Take part in scientific conferences. \* Co-author
in different scientific articles with data analysis.

#### PHP Developer

2019 - 2019

#### BlueScreen

• Develop back-end components, connect the application with other web services in PHP and SQL. \* White Box testing of the final version.

Technical Writer 2018 - 2019

#### Ericsson

Understood different user levels and writes to the appropriate level. \* Adhered to department and company standards, including templates and style guides. \* Wrote and explained code, operational procedures, APIs and manuals. \* Produced electronic documentation in addition to hard copy materials. \* Maintained a comprehensive library of technical terminology and documentation (via GIT checks). \* Analysed documents written in different tools and different projects to maintain continuity of the style of content. \* Managed updates and revisions to technical literature.

IT and DPO 2018 - 2018

#### qPharmetra Sweden

● Cisco Meraki for cloud management, VPN networking, and application control. \* Configure switches and Backups. IT support for Windows & Windows Server. \* Office 365 & Active Directory and SharePoint support. \* Use Veeam Backups. \* Remote & In place support. \* Point of contact for internal and external partners.

Lecturer 2015 - 2015

#### Albanian University Tirana

• Lecturer and for one semester in Tirana and Berat for the subjects : Computer Architecture & Web Applications.

IT support 2014 - 2015

#### Albanian Psychologists Association

● Made a website using in HTML/PHP/MySql and a documentation content management system using Java. \* Investigate faults in the network. \* Procure network equipment according to needs. \* Provide Windows & Windows Server support. \* Perform backups. \* Remote & In place support.

Technical Support Specialist Albanian Business Partner 2012 - 2014

● Design and implement new network solution. \*Facilitated network support for hospitals in Tirana for a software written in Java. \* Windows support. \* Remote & In place support. \* Point of contact for internal and external partners.

Education

Bachelor in Computer Science 2010 - 2014

State University of New York

Master of Science in Software Engineering 2015 - 2017

Mälardalen University



Upon review of your job posting, I quickly decided to submit my resume for your consideration. With my experience in the field of IT/Soft.Eng since 2010, throughout my professional background, as well as my proven talents in user support, GDPR consultant and as a technical writing, I feel confident that I would significantly benefit your company in this capacity.

My dynamic background has prepared me to be prepared in this role. With extensive knowledge in a variety of systems, platforms, and applications, my technical and leadership abilities position me ready to thrive in this challenging and energizing role. I am a quick learner towards new technologies due to my passion towards technology and its applications. Additionally, my demonstrated skills in team collaboration with proper communication skills with many multinational teams due to my knowledge of different languages will allow me to become an immediate asset to your company.

I hold a Master of Science diploma in Software Engineering with full-scholarship from Erasmus Mundus at Mälardalen Högskola Västerås. Previously, I finished my bachelor with a double degree from both State University of New York and University of New York Tirana with good results. During my bachelor years, I started to work as a part-time technical support in Tirana at different hospitals which worked with a specific software programmed in Java. I have also helped some businesses building their websites and I did a file management system from scratch for the Albanian Psychologs Association. My study years helped me to gain knowledge on how to achieve excellent client satisfaction, productivity, and profitability. My dedication towards studies enriched my analytical skills and made me more detailed to different requirements that a project need. During this period, and not only, I have written several articles as the main author and also as a collaborator. These articles can be found on my Google scholar site and also at the publishers' website. The period between January and June 2015 was special for me as I served as an adjutant lecturer for two university courses and also as the main lecturer for another one at the department of science in a private university in Albania. In August 2015 I came to Sweden for the master studies. My master thesis was about the effectiveness of testing. It was done with the help of a private company in Stockholm as it gained their interest. Since January 2018 till June 2019 I worked in Sweden for different IT companies, including Ericsson. In June 2019, I started to work for Ulm University as a researcher, where I did data research and published different scientific articles in prestigious scientific journals. Also, there I helped students doing their thesis. Moreover, in Germany, I worked as IT Support by giving support for different companies and their products by working in teams, remote and for different environments.

During this time, I also got certified as a Data Protection Officer (DPO). Software Engineering and its related fields are gaining importance every day. The request and requirements for safe, secure, and reliable software is growing in number. As such, even the machines with which we produce such software have to be taught how to perform better in a more demanding environment. I think that this job will help in bringing up more solutions and its empirical evaluation for such a problem. In conclusion to my cover letter for a job position at your company, I want to emphasize the importance of a good team work. I hope my presence in your company will be a plus towards a happy, compact and productive team.

Sincerely,

Albi Dode



Examensbevis | Degree Certificate

#### Teknologie masterexamen

med huvudområdet Datavetenskap med inriktning mot Programvaruteknik

Degree of Master of Science (120 credits) in Computer Science with specialization in Software Engineering

#### Albi Dode

19911030-1471

har, i enlighet med bestämmelserna i högskoleförordningen (1993:100) om examina inom högskoleutbildning på avancerad nivå, uppfyllt fordringarna för att erhålla examensbevis avseende Teknologie masterexamen.

has, in accordance with the Swedish Higher Education Ordinance (1993:100) regarding second-cycle qualifications, fulfilled the requirements stipulated and been awarded the Degree of Master of Science (120 credits).

> Mälardalens högskola den 3 juli 2018 Mälardalen University 3 July 2018

> > Elvira Eriksson

Examenshandläggare Executive Officer Teknologie masterexamen med huvudområdet Datavetenskap med inriktning mot Programvaruteknik

Degree of Master of Science (120 credits) in Computer Science with specialization in Software Engineering

Kurs Course	Högskolepoäng Credits	Betyg Grade	Datum Date
Datavetenskap Computer Science			
Programvaruteknik 1: Grundkurs Software Engineering 1: Basic Course	7,5	Godkänd (3)¹ Pass	2015-11-25
Komponentbaserade teknologier Component Technologies	7,5	Icke utan beröm godkänd (4) <sup>1</sup> Pass with credit	2015-12-14
Validering och verifiering av mjukvara Software Verification and Validation	7,5	Godkänd <sup>2</sup> Pass	2016-02-02
Programvaruteknik 2: Projekt grupparbete Software Engineering 2: Project Teamwork	7,5	Icke utan beröm godkänd (4)¹ Pass with credit	2016-02-03
Programvaruteknik 3: Programvaruarkitektur och processer Software Engineering 3: Software Architecture and Processes	7,5	Godkänd (3) <sup>1</sup> Pass	2016-04-20
Modellbaserad utveckling Model-Driven Engineering	7,5	Godkänd (3) <sup>1</sup> Pass	2016-06-07
Mjukvaruutveckling för realtidssystem Software Development for Real-Time Systems	7,5	Godkänd (3)¹ Pass	2016-08-16
Forskningsmetodik inom naturvetenskap och teknik Research Methods in the Natural Sciences and Engineering	7,5	Godkänd (3)¹ Pass	2016-11-23
Utveckling av industriella system Industrial System Development	7,5	Icke utan beröm godkänd (4) <sup>1</sup> Pass with credit	2017-01-12
Distribuerad programvaruutveckling Distributed Software Development	7,5	Icke utan beröm godkänd (4) <sup>1</sup> Pass with credit	2017-02-07
Examensarbete för masterexamen i datavetenskap med inriktning mot programvaruteknik Thesis for the Degree of Master of Science (120 credits) in Computer Science with Specialization in Software Engineering	30,0	Godkänd² Pass	2018-06-11
Matematik/Tillämpad matematik Mathematics/Applied Mathematics			
Matematiken bakom internet Mathematics of Internet	7,5	Godkänd (3) <sup>1</sup> Pass	2016-04-27
Abstrakt algebra Abstract Algebra	7,5	Med beröm godkänd (5) <sup>1</sup> Pass with distinction	2017-01-19

#### Examensarbetets titel Title of the Degree Project

Effectiveness Of Fault Prediction Effectiveness Of Fault Prediction

#### Noter/Notes

Betygsskala: Med beröm godkänd (5) (5), Icke utan beröm godkänd (4) (4), Godkänd (3) (3)

Grading scale: Pass with distinction (5), Pass with credit (4), Pass (3)

Betygsskala: Godkänd (G) Grading scale: Pass (G)

60 högskolepoäng motsvarar ett läsårs heltidsstudier och 1,5 högskolepoäng en veckas studier på heltid. Denna examen omfattar 120 högskolepoäng.

60 credits represent a full academic year and 1.5 credits equals one week of full-time study. The scope of this degree is 120 credits.

## STATE UNIVERSITY OF NEW YORK EMPIRE STATE COLLEGE

ON THE RECOMMENDATION OF THE FACULTY

AND BY VIRTUE OF THE AUTHORITY VESTED IN THEM

THE TRUSTEES OF THE UNIVERSITY HAVE CONFERRED ON

ALBI DODE

THE DEGREE OF

BACHELOR OF SCIENCE

AND HAVE GRANTED THIS DIPLOMA AS EVIDENCE THEREOF
GIVEN IN THE CITY OF SARATOGA SPRINGS IN THE STATE OF NEW YORK
IN THE UNITED STATES OF AMERICA
THIS MONTH OF SEPTEMBER TWO THOUSAND AND FOURTEEN

The Call We Call
Chairman of the Board of Trustees

James W. Gytle Chairman of the College Council WERSITY OF ZEEW TO SERVE TO SE

Chancellor of the State University of New York

Mouroel

President of the College

astraia

astraia software gmbh Adalperostraße 80 85737 Ismaning

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www.astraia.com Info@astraia.com

Germany

22.02.2022

page 1 / 1

astraia software gmbh · Adalperostraße 80 · D-85737 Ismaning

Albi Dode Adlaperostr. 80 85737 Ismaning

#### Bestätigung über Beschäftigung

Herr Albi Dode, geboren am 30. Oktober 1991, war vom 15. Oktober 2021 bis zum 14.März 2022 bei astraia software gmbh als Support Engineer beschäftigt.

Cornelia Neuernaorf
Authorized Representastive
astraia software gmbh



Leipzig International School gGmbH, Könneritzstraße 47, 04229 Leipzig

Human Resources Könneritzstr. 47 04229 Leipzig Germany

Dr. Antje Niven
Tel: +49 341 39377-630
E-Mail: Antje.Niven@lis.school

23. August 2021

#### Beschäftigungsnachweis

Sehr geehrte Damen und Herren,

wir bestätigen, dass Herr Albi Dode, geb. am 30.10.1991, in der Zeit vom 10. Mai 2021 bis zum 23. August 2021 als ICT Support Technician in Vollzeit an der Leipzig International School tätig war.

Mir freundlichen Grüßen

Dr Antje Niven Personalleiterin



#### Institut für Klinische Epidemiologie und Biometrie (IKE-B)

Vorstand: Prof. Dr. P. Heuschmann

Institut für Klinische Epidemiologie und Biometrie, Josef-Schneider-Str.2 / D7, 97080 Würzburg

Prof. Dr. Rüdiger Pryss Professur für Medizininformatik Tel.: 0931 / 201-46471 Fax: 0931 / 201-647310 ruediger.pryss@uni-wuerzburg.de www.epidemiologie.uni-wuerzburg.de

To whom it may concern

Würzburg, 6th of March 2021

Certificate of Employment: Mr. Albi Dode, MSc.

Dear Sir or Madam.

herewith, I confirm that Mr. Albi Dode, MSc (Date of Birth: 30th of October, 1991) was working with the Institute of Databases and Information Systems at Ulm University from the 1st of June 2019 to the 31th of March 2021. He was working in the project European School for Interdisciplinary Tinnitus Research (ESIT), which was funded by the European Union's Horizon 2020 research and innovation programme under the Marie Sklodowska-Curie grant agreement number 722046. Mr. Dode was co-leading the work package on a generic framework for mobile data collection for tinnitus researchers. I supervised him during my time in Ulm and moved at the end of 2019 to the University of Würzburg. I still supervise him, till his leave at the end of March 2021. The working tasks within the work package and the above-mentioned institute were as follows:

- Supervision of bachelor and master students (theses and seminars)
- Programming (adjustments of existing mobile app and framework)
- Data analysis (statistical and machine learning bases analyses of mHealth data)
- Writing scientific publications
- Collaboration with other researchers of ESIT
- Accomplishing secondment tasks (collaboration with companies in the given context)
- Internship in a hospital (to learn more about tinnitus)
- Conference participations and presentation of ongoing results

Mr. Dode improved his skills during the time at Ulm University, especially his mobile programming abilities as well as skills pertaining to the analysis of mHealth data. Based on his technical adjustments of the existing app framework, it can be utilized more effectively in clinical studies and for different crowdsensing purposes. In addition, his pleasant manner made him popular with the rest of the staff. I can give him my recommendation to any future employer. We thank him much for the accomplished work and wish him all the best for his future career! In case of further questions, do not hesitate to contact me about Mr. Dode.

Best regards.

Prof. Dr. Rüdiger Pryss

#### Bluescreen AB

#### **WORK CERTIFICATE**

#### **Employer**

Bluescreen AB 556881-2670 Stansargränd 4 721 30 Västerås 021-421 21 00 ("Bluescreen")

#### **Employee**

Albi Dode 19911030-1471 Karlsgatan 22 A 722 14 Västerås 0761-030350 ("The Employee")

To Whomsoever it May Concern,

This letter is to verify that Albi Dode has been employed by Bluescreen AB.

#### **Employment details**

Type of employment:		
☐ Permanent employment	☐ Fixed-term employment	☑ Probationary employment
☑ Full-time ☐ Part-time,	hours per week	
Employment start date:	Termination of employment:	
2019-03-04	2019-05-07	
Description:		
php and javascript.	uescreen as a systems develope	er, using programming languages such as
Best wishes,		
Västerås 20190510		
Place and date		
Hotan Haylylyhya	)	4
Signature, Employer V /		
Hotan Haghighatgoo		
Name		





#### ALBANIAN UNIVERSITY

#### Universitas- Fabrefacta-Optime **Human Resources Department**

Address: Rr. "Kajo Karafili", Nr. 22, Tiranë, TeL04 2266374

No. 194 Prot.

Tirana, on 03.07.2015

#### CERTIFICATE

It is hereby confirmed that Mr. Albi Dode with personal number J11030061F, from 2 April 2015 until 30 June 2015 was a full-time lecturer at the Department of Engineering, Faculty of Applied Sciences, at the "Albanian University" Tirana.

The certificate is issued upon his request for documentation purposes.

#### RECTOR

Prof. Assoc. Dr. Vera Ostreni

Signed / sealed

Authenticity

I, the translator Alma Çaushi, certify that the attached is true and faithful translation of the original based on the original document(s). Subscribed and sworn on 16.06.2020

ALMA ÇAUSHI

Authorized Translator for the English Language, Albanian Ministry of Justice Address: Lagja "5 Maj", Rruga "28 Nentori", ndertesa nr.7889/1, Elbasan, Albania; TIN: L82518201K; Mob: ++355698784930; e-mail: alma.caushi@gmail.com

#### Framtiden

Document type Employer reference

Page 1(1)

Date 2019-02-13

#### **Employer reference**

Albi Dode 911030-1471, has been employed by Framtiden AB 556686-5142, during the period 29/01.2018 to 17/10.2018 and 30/10.2018 to 22/02.2019. During its first period, Albi Dode worked as a software developer for our client Lindbom Pharmacometric Consulting. From 30/10.2018 Albi has worked as a technical writer and hired out as a consultant to our customer Sigma Technology in Karlskrona.

Albi has performed its tasks in an ambitious and appreciated manner. He chooses to end his service being that he has received another position. We wish him all the best in the future!

Framtiden AB is a recruitment and staffing company and our specialty is Young Talents. This means we help our clients find the best employees who are still at the beginning of their careers. Right now, we have hundreds of jobs available.

Future AB works with both staffing and recruitment, and our idea is to narrow the gap between education and employment. We do what we are called - helping our customers for a better future through the staff, we provide.

Location Malmö 13/02.2019

(Signature)

Bim Nejdebring Staff Manager Framtiden AB

Perkthyese Zyrtare
+355 68/20 57 756
NIPT: M01317038J





#### SHOQATA "PSIKOLOGET SHQIPTARE" THE ASSOCIATION "ALBANIAN PSYCHOLOGISTS"

To whom it may concern,

I have worked very closely with Albi Dode during the period January 2014-February 2015. He has served as an IT assistant/Web Developer in our main offices in Tirana. Albi has excelled in this role, exhibiting one of the highest levels of productivity and effectiveness within tight deadlines. Albi helped us with a high volume of IT work while consistently maintaining high standards for quality and accuracy.

For sure, Albi possesses a professional attitude while taking on all tasks with a positive energy and a smile. His upbeat personality and engaging personal style enable him to interact effectively with clients and staff. He is very well organized and keeps track of the details necessary to coordinate IT duties. His way of explaining with simple words towards to our collaborators, the Website and the File Management System that he built, made them use the system with easiness.

He has shown interest towards enriching his knowledge. During his time with us, he has also showed interest besides implementing the latest tech for our offices in different cities, to also pursue with his academic carrier.

All the intangibles that lead to success in the workplace are in order with Albi. There will be no unpleasant surprises and I am confident he will fit in and be an asset for your office.

I write this recommendation for Albi because I am very grateful for his contributions to our offices and very confident that he has the intelligence, work ethic, and communications skills to add value wherever he works.

Please feel free to contact me if you have any question.

Sincerely,



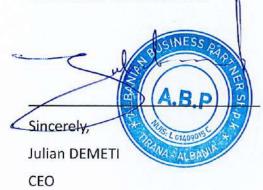
Tirana, 16<sup>th</sup> June 2020

To whom it may concern,

This letter is my personal recommendation for Albi Dode, who has worked part-time for us during the period January 2012- January 2014.

His role in our company was as IT Specialist. During this time Albi has shown high performance in his given duties. He had good communication with the staff and our clients. The feedback we got from our clients, which Albi helped was positive. His ability to work in a team, made him to manage tight deadlines and fulfill the objectives that we had assigned to him.

Seeing Albi's abilities and motivation, I give my highest recommendation for him. If you have any further questions with regard to his background or qualifications, please do not hesitate to contact me.





#### **International Board for IT Governance Qualifications**

Hereby certifies that

#### **Albi Dode**

has passed the examination and is awarded the qualification

### EU General Data Protection Regulation Practitioner (GDPR P)

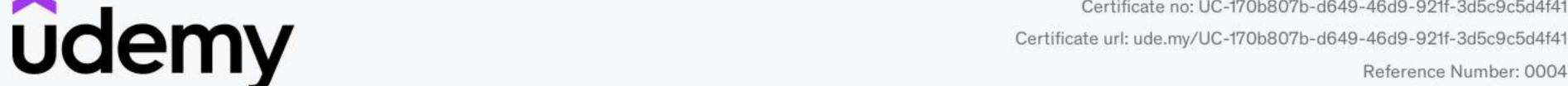
*Qualification date* 2018-04-20

Certificate number 983378

A. Calder Chairman IBITGQ







CERTIFICATE OF COMPLETION

## The Complete Cyber Security Course: End Point Protection!

Instructors Nathan House

### Albi Dode

Date May 29, 2022 Length 16.5 total hours





CERTIFICATE OF COMPLETION

# The Complete Cyber Security Course: Anonymous Browsing!

Instructors Nathan House

### **Albi Dode**

Date May 26, 2022 Length 13.5 total hours





CERTIFICATE OF COMPLETION

## The Complete Cyber Security Course: Network Security!

Instructors Nathan House

## **Albi Dode**

Date May 21, 2022 Length 12.5 total hours





CERTIFICATE OF COMPLETION

# The Complete Cyber Security Course: Hackers Exposed!

Instructors Nathan House

## **Albi Dode**

Date May 11, 2022 Length 12 total hours





CERTIFICATE OF COMPLETION

## Jira for Beginners - Detailed Course to Get Started in Jira

Instructors Simon Sez IT

## **Albi Dode**

Date May 22, 2022 Length 4 total hours





CERTIFICATE OF COMPLETION

## **SharePoint Online Beginners Course**

Instructors Simon Sez IT

## **Albi Dode**

Date May 15, 2022 Length 5 total hours

#### nature masterclasses

#### CERTIFICATE OF ACHIEVEMENT

This is to certify that

#### Albi Dode

has completed the following:

Masterclass in Scientific Writing and Publishing 6-15 July 2020

Dr. Magdalena Skipper Editor in Chief, *Nature* 



#### Certificate of Completion

#### Mr. Albi Dode

PhD candidate at the University of Ulm

attended and successfully completed

### The R Statistics Training Workshop Beginner's part

from October 22 – 25, 2019 in Sitges, Spain

This workshop was organised by the Marie-Skłodowska-Curie Innovative Training Network ESIT, the University of Bergen and the University of Regensburg as an international statistical training opportunity for PhD candidates and post-doctoral researchers throughout Europe.

PD Dr Winfried Schlee

ESIT Project Coordinator, University of Regensburg Prof Jan Bulla
Department of Mathematics,
University of Bergen







#### **Certificate of Completion**

This is to certify that

#### Mr. Albi Dode

PhD candidate at the University of Ulm

highly successfully completed his

European School on Interdisciplinary Tinnitus Research (ESIT)

Clinical Internship

from November 25 – 29, 2019 at the

Clinic and Policlinic for Psychiatry and Psychotherapy of the University of Regensburg, Germany.

We thank Albi very much for his outstanding engagement and support in various clinical and research tasks related to tinnitus.

Regensburg, this December 2, 2019,

PD Dr. Winfried Schlee ESIT Project Coordinator

Axel Schiller DipHE (Open)
ESIT Project Network Manager

of 2