

# MSc. Albi Dode

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## Summary

As a dedicated and versatile Software Engineer&IT professional, I bring a unique blend of skills in system administration and web development. With a strong foundation in managing and maintaining IT infrastructure, coupled with a passion for creating dynamic and user-friendly web applications, I am well-equipped to tackle a variety of technical challenges.

I have been responsible for providing technical support for different companies based in various locations across the EU&USA. I was able to administrate and support state-of-the-art IT ecosystems (End-user devices, SaaS, unified communication, meeting rooms, etc.). End-to-end responsible for managing the lifecycle of every IT asset while maintaining up-to-date software & hardware asset management systems.

I am passionate about leveraging technology to solve problems and improve efficiency. My goal is to contribute to a forward-thinking organization where I can continue to grow and make a meaningful impact. Let's connect and explore how I can add value to your team !

## Work experience

### IT Support

2024

#### Hochschule München

- Managed user accounts and access control using Group Policies in Active Directory, ensuring secure and efficient access to computer rooms and resources.
- Facilitated seamless email and communication support through platforms such as Zoom, Matrix, HM App, Exchange, and Outlook, enhancing connectivity and collaboration.
- Oversaw software and applications management, including Sophos Anti-Virus, Zotero/Citavi, Microsoft 365 Apps, and Confluence/BayernCollab, ensuring optimal performance and security.
- Administered network access and Internet connectivity via VPN/EduVPN, BayernWLAN, and eduroam/easyroam, maintaining reliable and secure network services.
- Coordinated data storage and exchange solutions using LRZ Sync+Share, Gigamove, and Gitlab, ensuring efficient data management and sharing.
- Managed printer services, ensuring consistent availability and functionality across the institution.
- Maintained a consistent and professional approach in all IT support activities, ensuring clarity and ease of understanding for users.
- Proofread and corrected documentation and communications, ensuring they were error-free and accurately conveyed technical information.

### IT Support

2022 - 2024

#### Zooplus

- Prompt and professional IT support in person, by telephone or remotely for more than 1300 users. Collect and records data in the Helpdesk ticketing system (Jira).
- Work in Agile/Scrum environment by taking responsibility.
- 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 respecting the SLA.

## Languages

English---C2  
German---B2  
Italian---C1  
Spanish---A2  
Swedish---A1

## Skills

### System Administration:



- Windows & macOS in an enterprise environment
- Remote Client Management (Jamf, Intune)
- Identity & Access Management (AD, SSO & MFA with Okta)
- Experience working with Active Directory, Exchange, Azure AD, M365
- Experienced in Windows&MAC OS help desk, network configuration, security, and troubleshooting
- Experience working with Atlassian Suite
- Proficient in managing Windows and Linux servers
- Automating tasks using scripting languages like: PowerShell, BASH

### Web Development



- Expertise in front-end technologies including HTML, CSS, and JavaScript
- Proficient in back-end development with PHP, Python, and Node.js
- Familiar with database management systems such as MySQL and MongoDB
- Familiar with JAVA & C#
- Strong understanding of responsive design and web accessibility standards

## Certification

GDPR - DPO

Startup Winner

Udemy On-line Certifications

- Managed inventory of IT equipment and software licenses
- 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)). Offer on/off boarding trainings.
- Adhere to and monitor company security and technology policies.

## IT Support

2021 - 2022

### astralia 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.
- Managed and maintained Active Directory and Office 365
- Provided training and guidance to end-users on software and hardware usage
- Remote & In-place support (Software & Hardware). Provide ideas in meetings for new technical requirements and actual project scope.

## 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.*

- Turn feedback into custom-made backend solutions for the customer through optimum PHP backend services
- Assist front-end developers through PHP backend support and framework building
- Create and integrate plugins for common PHP frameworks
- Solve performance, architectural or integration problems

## 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.* Built inhouse web services using JavaScript, Ajax, jQuery, XML, XHTML.

Technical Support Specialist 2012 - 2014

#### Albanian Business Partner

● 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

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Bachelor in Computer Science 2010 - 2014

[State University of New York](#)

Master of Science in Software Engineering 2015 - 2017

[Mälardalen University](#)

