

# Albi Dode

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## SUMMARY

Strategic Senior IT Officer with 10 years of experience in IT support and infrastructure management in fast-growing, international tech environments. Successfully consolidated IT operational workflows by streamlining user lifecycle management, leading to enhanced organizational efficiency and security. Leading comprehensive IT infrastructure improvements across hybrid environments. Combines deep hands-on technical skills with strategic planning and project leadership across Microsoft 365, Atlassian, Windows and MacOS ecosystems. Fluent multi language communicator, adept at engaging stakeholders at every level and fostering a secure-by-default culture that enables business growth and regulatory readiness. Holding a Master of Science in Software Engineering from Mälardalen University • Vasteras, Sweden • 2015-2017 and Bachelor in Computer Science from State University of New York • 2010-2014

## EXPERIENCE

### Senior IT Officer

Ascent Digital Services GmbH

June 2025 - Present, Munich

- Provide IT Support to employees (onsite/remote)
  - \* Monitor IT inventory, procure and manage IT assets
  - \* Perform on boardings/off boardings of employees
  - \* Responsible for user management in IT systems/tools
  - \* Create and maintain IT documentation
  - \* Assist on configurations/implementations in IT systems/tools
  - \* Windows Server and UniFi Network Administration including system backup.
  - \* Entra ID & Active Directory & Apple Business Manager
- Consolidated IT operational workflows by streamlining user life cycle management, refining on boarding processes, and integrating authentication systems such as Active Directory and Apple Business Manager to enhance organizational efficiency and security.
- Directed multiple cross-functional IT projects spanning between 3-6 months, leveraging Project Leadership skills and Agile methodologies to successfully deploy Windows Server upgrades, achieving a 25% reduction in system downtime and a 30% improvement in incident response times across the organization. Led continuous improvement initiatives for enterprise IT systems supporting 500+ employees across 3 office locations, achieving 99.8% system uptime.

### Senior IT Specialist

Hochschule München

October 2024 - May 2025, Munich

- 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.
- Directed device management initiatives across 350+ endpoints over 4 years, leveraging Microsoft Endpoint Manager and Intune to streamline configuration, enforce compliance policies, and reduce device-related support tickets by 35% annually.

### IT Support

Zooplus

2022-2024, Munich

- Prompt and professional IT support in person, by telephone or remotely for more than 1300 users.
- Collect and record data in the Helpdesk ticketing system (Jira).
- Managed Windows and MacOS devices, mobile device management via Intune, and SaaS platforms including Atlassian tools.
- Set up, monitor and support modern office technology including laptops, printers and audiovisual (A/V) equipment, etc.
- Acted as primary contact for IT issues, managing IT support and reducing resolution times by 30%. Oversaw Microsoft 365 environment (Exchange, SharePoint, Teams, Intune) with secure configurations, backups, and monitoring in collaboration with DevOps.
- 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. Developed device compliance policies and application management strategies. Mentored junior IT staff and managed external service partners, providing Level 3 escalation and overseeing major system rollouts and incident resolution.
- Deployed software updates and security patches across multiple platforms, minimizing vulnerabilities and ensuring consistent performance in line with organizational standards.

### IT Support

astraia software GmbH

2021-2022, Munich

- Support a wide range of technical and network solutions including Windows, MAC and monitoring of the systems.
- Gather and analyze 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 backups 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.
- Streamlined system monitoring processes by integrating automated alert tools, leading to quicker identification and resolution of technical issues across multi-platform environments.

## **IT Support**

**Leipzig International School**

**2021-2021, Leipzig**

- 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.
- Streamlined onboarding processes for new staff and students by configuring user accounts, establishing secure device access, and ensuring smooth integration with school IT resources.

## **Researcher**

**ESIT & University of Ulm**

**2019-2021, Ulm**

- Collect, analyze 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.
- Take part in scientific conferences.
- Co-author in different scientific articles with data analysis.

## **PHP Developer**

**BlueScreen**

**2019-2019, Vasteras, Sweden**

- 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.
- Refined legacy PHP codebase to boost maintainability, applying PHP standards and introducing automation tools that simplified deployment processes at BlueScreen.

## **Technical Writer**

**Ericsson**

**2018-2019, Karlskrona**

- Understood different user levels and writes to the appropriate level.
- Wrote and explained code, operational procedures, APIs and manuals.
- Produced electronic documentation in addition to hard copy materials.
- Analyzed documents written in different tools and different project to maintain continuity of the style of content.
- Managed updates and revisions technical literature.

## **IT and DPO**

**qPharmetra Sweden**

**2018-2018, Stockholm**

- 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**

**Albanian University Tirana**

**2015-2015, Tirana**

- Lecturer and for one semester in Tirana and Berat for the subjects: Computer Architecture & Web Applications.
- Developed comprehensive curricula and assessment materials for Computer Architecture and Web Applications courses, aligning content with program standards to enhance student learning outcomes at both Tirana and Berat campuses.
- Facilitated critical decision-making exercises using case studies and real-world scenarios over a 15-week semester, empowering 120+ students at two campuses to apply theoretical concepts through data-driven analysis in Computer Architecture and Web Applications classes.

## **IT support**

**Albanian Psychologists Association**

**2014-2015, Tirana**

- 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.
- Remote & In place support.
- Built in house web services using JavaScript, Ajax, jQuery, XML, XHTML.

## **Technical Support Specialist**

**Albanian Business Partner**

**2012-2014, Tirana**

- 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.