# 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 consulence. 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.

# Work experience

IT Support 2021

### astraia software gmbh

- Support a wide range of technical and network solutions.
- Gather and analyze information about the user's issue in order to determine the best way to resolve their problem.
- Prepare and conduct technical and application training.
- Co-operate with our Sales and Product Management department.
- Make use of XML, Java, SQL 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.
- Configuration and maintenance of physical hardware components.
- Support for Windows& Mac (Office 365& Active Directory).
- Remote & In-place support.
- 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, 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.
- Development of new ideas related to the tinnitus topic through extensive data analysis and visualizations results from machine learning and algorithms imlementation.
- Take part in scientific conferences.

## PHP Developer

2019 - 2019

#### BlueScreen

Develop back-end components, connect the application with other web services-White Box testing of the final version.

#### **Skills**

Methodology

Agile & Scrum

Testing

Jira, JUnit

Databases

Firebase, Oracle, MS Access, MySQL

Languages

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

### **Applications**

Windows & Linux Environment, Active Directory, GIT, Dita XML, Veeam, Baramundi, Ranorex, WireShark, Postman, CAS, Confluence, Zammad, Jira, LogicMonitor, WEKA, KNIME

# Competencies

- Troubleshooting
- Analytical skills
- Group work
- Network
- Coding
- Technical Support
- Quality Assurance
- Research in new technologies
- Multitasking
- Adapt in teams with different cultures

## Languages

English, Italian, Spanish, Swedish, German

#### **Technical Writer**

2018 - 2019

## Certification

## Ericsson

GDPR - DPO

\* Supporting documents to communicate complex and technical information with user manual for internal & external stakeholders and end users.

**Startup Winner** 

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. Use Veeam Backups.

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 support.

#### **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.

## **Education**

# Bachelor in Computer Science

2010 - 2014

#### University of New York Tirana & State University of New York

Thesis: Hotel Booking Android application

#### Master of Science in Software Engineering

2015 - 2017

Mälardalen University

**Under Erasmus Mundus Scholarship** 

Thesis: Effectiveness of fault prediction

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