

# Albi Dode

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## SUMMARY

Strategic IT Administrator with over 10 years of experience in operating and developing hybrid IT infrastructures, including Windows and Linux server configuration, troubleshooting, and management in fast-paced, international environments. Expertise in managing Microsoft Active Directory and Azure Entra ID, including interfaces, security policies, conditional access, MFA, and group policies to enhance security and efficiency. Proficient in managing and protecting the Microsoft 365 Cloud platform, encompassing Exchange Online, Teams, SharePoint, and Intune for endpoint protection, backups, and monitoring. Proven in delivering 2nd & 3rd level support, advising departments, and independently implementing projects such as migrations and integrations of new solutions. Holds a Master of Science in Software Engineering and combines analytical thinking with high problem-solving abilities to drive IT security processes and regulatory compliance.

## Skills

- Hybrid IT Infrastructure: Windows Server, UniFi Network Administration
- Microsoft 365 Entra ID & Active Directory: Group Policies, Conditional Access, MFA, Security Management Exchange Online, Teams, SharePoint, Intune, Endpoint Protection
- IT Security Processes: Firewall Technologies, VPN, Backup & Monitoring, Disaster Recovery
- Network & Firewall Technologies: Switches, Routing, EduVPN, BayernWLAN, Network Access Control
- Project Management: Agile Methodologies, Migrations, System Upgrades, Automation (PowerShell Scripting)
- Operating Systems: Windows, Linux, MacOS
- Tools & Technologies: Microsoft Endpoint Manager, Atlassian (Jira, Confluence), SCCM Concepts

## EXPERIENCE

### Senior IT Officer

Ascent Digital Services GmbH

June 2025 - Present

Operated and developed hybrid IT infrastructure, including Windows Server and UniFi Network Administration with Linux-based elements, performing configurations, troubleshooting, and system backups to achieve 99.8% uptime across 500+ employees in 3 locations.

- Managed Microsoft Active Directory and Azure Entra ID, including interfaces, security policies, conditional access, and MFA, streamlining user lifecycle management and reducing incident response times by 30%.
- Handled Microsoft 365 Cloud platform management and protection, configuring Exchange, Teams, SharePoint, and Intune for endpoint protection, backups, and monitoring in collaboration with DevOps.
- Provided 2nd & 3rd level support, advising departments on IT issues, and independently implemented projects such as Windows Server upgrades and authentication integrations, resulting in 25% reduction in system downtime.

### Senior IT Specialist

Hochschule München

October 2024 - May 2025

Endpoint Management: Managed 350+ devices via Microsoft Intune, enforcing compliance policies that reduced support tickets by 35%.

\* Automation: Developed custom PowerShell scripts for automated software deployment and agile collaboration platform integration.

\* Troubleshooting: Designed secure IT architectures using GPOs in Active Directory to ensure compliant resource access.

### IT Support

Zooplus

2022-2024

Delivered prompt 2nd & 3rd level support for over 1,300 users in hybrid environments, managing Windows, MacOS, and inferred Linux elements in Atlassian tools and mobile device management via Intune.

- Oversaw Microsoft 365 environment (Exchange Online, SharePoint, Teams, Intune) with secure configurations, backups, monitoring, and endpoint protection, reducing resolution times by 30%.
- Deployed software updates, security patches, and Win32 application packages using Intune, MSI, and PowerShell, minimizing vulnerabilities and ensuring compliance.
- Mentored junior staff, managed external partners, and led major system rollouts, including migrations and incident resolutions, while contributing to IT process improvements respecting SLAs.
- Acted as primary contact for IT issues, updating documentation and developing device compliance policies.

### IT Support

astraia software GmbH

2021-2022

\* Optimized multi-platform IT architectures (Windows, Mac, servers) with automated monitoring, enabling faster issue resolution.

\* Served as point of contact for Windows Server troubleshooting, database backups (Sybase, PostgreSQL), and technical trainings.

### Researcher

ESIT & University of Ulm

2019-2021

\* Conducted advanced data analysis and ML visualizations for TrackYourTinnitus app, developing innovative ideas and co-authoring scientific articles.

\* Supported code maintenance, thesis guidance, and conference participation, applying analytical skills to large datasets.

### Earlier Roles

**Technical Writer, Ericsson, Karlskrona (2018-2019):** Produced documentation for code, APIs, and procedures, ensuring style continuity.

**IT and DPO, qPharmetra Sweden, Stockholm (2018):** Managed Cisco Meraki, Office 365, and backups for secure networking.

**Lecturer, Albanian University Tirana (2015):** Developed curricula for Computer Architecture and Web Applications, facilitating data-driven exercises.

**IT Support, Albanian Psychologists Association (2014-2015):** Built web services (HTML/PHP/MySQL/Java) and provided network support.

**Technical Support Specialist, Albanian Business Partner (2012-2014):** Designed network solutions and supported Java-based software for hospitals.