

# MSc. Albi Dode

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## 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

#### astraira 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 for data analysis.
- Optimize IT Support workflow.
- Support also in German.

### 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.
- Requirement analysis from different data analysis.
- Support for Windows& Mac (Office 365 & Active Directory).
- Remote & In-place support (Software & Hardware).
- Provide ideas in meetings for new technical requirements and actual project scope.
- Support also in German.

### 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.

## 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

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

## Languages

- Co-author in different scientific articles with data analysis.

English, Italian, Spanish, Swedish,  
German

**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.

## Certification

GDPR - DPO

Startup Winner

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

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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