

MSc. Albi Dode

Germany | +491638587648 | info@albidode.info
in [linkedin.com/in/albidode](https://www.linkedin.com/in/albidode) albidode.info



Summary

Software Engineer/Developer, IT Support, Manual Tester, Technical Writer, and Data Protection Officer providing technical support, developing software programs, web sites, and giving information security/DPO consultancy. Working in Agile/Scrum methodology to achieve excellence in client satisfaction, productivity, and profitability. Having worked with international and multicultural teams, I am a proven dedicated team player and a service-orientated person with a high level of commitment and motivation towards high customer satisfaction. I have a firm mindset with a drive to find solutions to new problems. 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. I am highly skilled in troubleshooting and problem-solving, and am able to communicate effectively with both technical and non-technical stakeholders. Perform tests and find ways to eliminate bugs in the programs. Build interactive and dynamic websites and experience with remote projects thanks to hands-on experience in the full cycle of software & web development.

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.

Skills

Languages & Databases

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C++, C#, VB .Net, Java, Python,
HTML/SQL/PHP, R, Sybase, PostgreSQL,
MySQL, Oracle

Applications

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Active Directory, GIT, Dita XML, Veeam,
Baramundi, Ranorex, WireShark,
Postman, CAS, Confluence, Zammad,
Jira, Intune, Azure, JAMF, LogicMonitor,
WEKA, K-NIME

Competencies

- Handle multiple projects simultaneously
- Prioritisation skills
- Proactive thinker
- Strong troubleshooting and problem-solving skills
- Experience with Windows and macOS operating systems
- Experience with Active Directory and Office 365
- Strong verbal and written communication skills
- Knowledge of network infrastructure and protocols
- Take responsibility
- Analytical & result oriente
- Research in new technologies
- Curious and eager to learn tech and science related new things

Languages

English, Italian, Spanish, Swedish,
German

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.

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.

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

[State University of New York](#)

Master of Science in Software Engineering

2015 - 2017

[Mälardalen University](#)

