

MSc. Albi Dode

Software Engineer & DPO

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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 - 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](#).

PHP Developer

2019 - 2019

BlueScreen

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

Technical Writer

2018 - 2019

Ericsson

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

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.

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, GitLab, Dita XML, Veeam, Baramundi, Ranorex, WireShark, Postman, Zammad, Jira, LogicMonitor

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 : C 1

Italian : B2

Spanish : B1

IT support

2014 - 2015

Swedish : A1

French : A1

German : B1

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.

Certification

Technical Support Specialist

2012 - 2014

GDPR - DPO

Startup Winner

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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