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

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, 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.

PHP Developer   2019 - 2019

BlueScreen

Develop back-end components, connect the application with other web services-

Skills

Methodology

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Agile & Scrum

Testing

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Jira, JUnit

Databases

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Firebase, Oracle, MS Access, MySQL

Languages

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

Applications

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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

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.
- 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. 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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