

## Junior Developer Role

Amarildo Gjata

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## Professional Summary

Aspiring junior developer with a passion for learning and problem-solving. Skilled in HTML, CSS, Tailwind, JavaScript, Python, Django, and beginner knowledge of SQL (SQLite and PostgreSQL). Eager to apply foundational knowledge to real-world projects and grow within a dynamic development team. Leveraging strong communication and teamwork skills from 9 years of professional experience in customer service and leadership and IT.

## Technical Skills

Web Development: HTML, CSS, Tailwind, JavaScript

Backend: Python, Django

Databases: SQLite, PostgreSQL (Beginner)

Tools: Git, Visual Studio Code

Soft Skills: Team Collaboration, Communication, Problem-Solving, Adaptability

## Education

Bachelor's Degree in Informatics Engineering

Metropolitan University of Tirana, Tirana, Albania

## Certifications:

Python Essentials 1 & 2 - Cisco NetAcad

MERN Programming - ICT Academy Tirana (In Progress)

Currently studying Python and MERN stack development at ICT Academy Tirana.

## Work Experience

Team Lead, Customer Service Support

Assist Digital, Tirana, Albania

Managed a team of 15+ agents, improving workflows and training for better performance. Developed internal tools to streamline operations, showcasing transferable skills for development.

## IT Help Desk Agent

Multiservis Center, Tirana, Albania

Resolved technical issues and documented solutions to improve efficiency.

## Electronic Technician

Iva Electronic, Tirana, Albania

Repaired electronic devices while ensuring high-quality standards.

## Languages

Albanian: Native

English: Professional Proficiency

Italian: Professional Proficiency

## Hobbies and Interests

Exploring new technologies, coding challenges, hiking, and fitness.

## References

Available upon request.