

ARIOLA LEKA

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Education

Università della Svizzera Italiana

Faculty of Informatics

- Master's of Science in Informatics

Lugano, Switzerland

Sep. 2021 – Sep. 2023

Polytechnic University of Tirana

Faculty of Information Technology (FTI)

- Major in Telecommunication Engineering

Tirane, Albania

Oct. 2017 – Nov. 2020

Work Experience

CONTACT CARE ADVISOR

VODAFONE

March 2021 – June 2021

Tirana, Albania

- I have worked as an agent at the largest telecommunications company in Albania and abroad, "Vodafone". As a contact center advisor, my job position acts as a frontline interface with customers of Vodafone companies worldwide. This role involves responding to customers over the phone and resolving their inquiries. The main purpose was to facilitate and provide a "Vodafone" global customer service standard. Furthermore, handling the customer's queries in the PAYG department was another essential goal of this job.

Intership in a Canadian, programming company

MGSoftware, BloomDev

November 2018 – June 2020

Tirana, Albania

- At the second year of bachelor, I started taking programming courses in the "BloomDev" Canadian company, with its office in Tirana, called "MGSoftware". Thanks to their support and my dedication, I have acquired basic knowledge on some of the most popular programming languages such as HTML, CSS, PHP, JavaScript, jQuery and MySQL database. Their team leader taught me many algorithm concepts, which I apply in my projects related to website creation.

Technical Skills

Programming Languages: Matlab, Python, C, C++, JavaScript, HTML/CSS

Developer Tools: Git, OpenMP, OpenMPI

Data Science Skills: Data Analysis, Probability, Report Writing and Presentation, Parallel Computing

Database Systems: MySQL, SQLite

Operating Systems: MacOS, Windows

Other Tools: LaTex, Excel, PowerPoint, National Instruments Multisim, Cisco Packet Tracer

Related Projects and Organizations

"Breakout" game with Artificial Intelligence

Udemy

21/01/2021 – 29/01/2021

Tirana, Albania

- In this project the brain, built using the A3C-Asynchronous Advantage Actor Critic algorithm, will learn to catch the ball at the right time, so that it can break the bricks. On his first tests, the player is unable to move and learn the applied logic. But thanks to the bonuses or their absence (non-compliance with the objective pre-established), the same implemented code leads to different results. It is precisely this technique that improves his skills and allows the player to successfully meet the challenge.

"Doom" game with Artificial Intelligence*Udemy*

13/01/2021 – 20/01/2021

Tirana, Albania

- The goal of this project is to create one of the oldest shooting games called "Doom". The player must meet the challenge without being eliminated by his virtual enemies. Deep Convolutional Q-Learning is used to build the brain, as part of artificial neural networks. At first he often fails, but thanks to practice and various rewards he starts following the correct path to reach the destination.

"Self driving car" with artificial intelligence*Udemy*

05/01/2021 – 12/01/2021

Tirana, Albania

- This project aims to build a self driving car, using the concepts of Deep Q Learning. With the help of artificial intelligence, it must move from the airport (upper left corner of the screen) to the city center (lower right of the screen) and vice versa. This despite the obstacles the car may encounter along the way. During its first testing, the car can often deviate from the road. But after realizing that these actions lead to less important bonuses than expected, the vehicle manages to follow the right path.

Designing a Website for an Online Course.*Polytechnic University of Tirana*

11/09/2020 – 05/10/2020

Tirana, Albania

- This project consists on building a website which serves as an online classroom about "Data Transmission Networks" subject. Thanks to this virtual environment, students and the academic staff can freely interact with each other, despite the inability to be in the auditorium. The professor is provided with the opportunity to distribute lectures and assignments in the form of quizzes. On the other hand, students can download the relevant lectures and also complete specific quizzes, in order to achieve their desired results. The whole website was built with HTML, CSS, JavaScript, jQuery and the SQLite database. The purpose of creating this website is to emphasize the importance of online learning, especially in difficult, pandemic times like the one we find ourselves in.

Wireless Local Area Network*Polytechnic University of Tirana*

19/02/2020 – 06/03/2020

Tirana, Albania

- This project is focused on wireless communication and it is divided into 3 main parts. The theoretical part explains everything about wireless communication such as its advantages, disadvantages, standards, security, authentication methods etc. The project also has two practical parts. The first one is a "Packet Tracer" simulation of a WLAN network which creates the connection of 5 virtual LAN's to each other via router, switches and access points. The second is a Wireless Remote Control, which provides us the opportunity to wirelessly control a LED light, so without physical contact.

Languages: Albanian(Native), English(B2), Italian(B1), Spanish(Basic)**Nationality:** Albania**Residence Permits:** Permit B (Switzerland)