

Helga Sallaku

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PROFILE

A passionate, innovative entrepreneur and lecturer in the field of Information Communications Technology seeking to work with a company, institution or university working in innovation, IT, STEM education, management and business development. A soft skilled and agile person, a fast learner and hard worker always seeking to reach professional growth through new challenges and overcoming different obstacles one may encounter.

RELEVANT Experience

American Dental Companies

2023 - present

Director of Information Technology (IT) | Full Time

Phoenix, AZ, USA:

- Responsible for the Cloud-Based Centralized Dental Management Software
- Responsible for the design, implementation and management of the existing and new IT projects related to IT infrastructure and Software Applications
- Responsible to add new partners and fully integrate them in the IT environment and Software Applications currently in use in ADC
- Integrated Cloud X-Ray Imaging Accessible from Anywhere
- Full IT Support, Remotely or On-Site
- Access to Advanced Practice Analytics
- Recruiting, training and managing inhouse IT support team
- Responsible for new IT Hardware and Software purchases inhouse and for the partners, configurations needed, and fully integrate all in the main active system information.

University of Arizona Center for Innovation

2022 - 2023

Innovation Researcher | Full Time

Tucson, AZ, USA:

- Developing assets and participating in a variety of innovation projects supporting the senior leadership at the University of Arizona Center for Innovation (UACI);
- Delivering outputs regarding the training aspects of startup founders and providing resources for them;
- Supporting the redesign and software reengineering of the new website of UACI, with the focus of building and integrating into a web-based platform (LMS) in assistance of the development of a more formalized training structure for the startup founders;
- Supporting the redesign of the Roadmap Pathway to Success (a tool developed by UACI), its categories and subcategories, for the startups and their founders at all stages of their business development;
- Supporting the transition of training and educational materials of UACI from the current system onto the web-based platform (LMS);
- Supporting the formalization of additional specialty program (which includes establishing methods of tracking and assessment) and mentoring, such as international startups immersion or industry-specific programs with a focus on IT Management, Software
- Development, Web Applications, Database Management Systems, Data Centers Building and Management, etc;
- Implementing learning methods (project management, research and writing capabilities) deployed to provide support to entrepreneurial and innovative endeavors in a growing US based incubator.

Shkoder, ALBANIA:

- Responsible for planning and preparing curricula and teaching materials, project-based tasks and exercises that would aid students to improve their understanding of the topics in the subjects as: Databases, Software Engineering, Agile Methodologies, Professional Practices in the field of Computer Science and STEM high education;
- Responsible for the design, implementation and management for various calls for scientific research projects within in the field of Informatics;
- Engaged with the scientific research within the field of expertise and the subjects for which I am responsible in teaching delivery as: Databases, Software Engineering, Agile Methodologies;
- Responsible and point of contact for the design, implementation and the management of the Technology Transfer Office at the University of Shkodra “Luigj Gurakuqi”;
- Responsible and point of contact for the design, implementation and the management of the Professional Master Degree in "Advanced Software Development" based at the University of Shkodra “Luigj Gurakuqi” in collaboration with the Polytechnic University of Marche in Ancona, Italy.

Alba NSI shpk

2018 - 2023

Chief Technical Officer | Part - Time Contract

Shkoder, ALBANIA:

- Supporter for the establishment of the first Software House based in Shkodra City, Alba NSI shpk;
<https://www.albansi.com/it/who-we-are>
- Chief of the Software Factory Department, an innovative initiative for the software development delivery in outsourcing through the motto: **From Shkodra to the World**;
- Responsible of the Software Factory Department projects in time-and-material and project-based within the roles as:
 - Scrum Master
 - Product Owner
 - Project Manager;
- Creator of ASDEV (Advanced Software Development) and NeSYA (Networking and IT System Administration) Professional Courses implementation, the innovative approach for building technical capacities in software development and networking and system administration supplying the labor market in this sector;
- Responsible for the quality control and assurance standards in practice, human resources validation and their technologies affiliation, CRM relationship and product management;
- Intermediary and facilitator the relationship of Alba NSI with institutions, academia and businesses.

Globe ICT & Language Education

2015 - 2023

Owner & Chief Executive Officer

Shkoder, ALBANIA:

- Founder of this Vocational Training Centre based in Shkodra City, which delivers innovative and professional courses to children and adults related to: STEM education, coding skills, IT, foreign languages, social sciences, financials, managements, etc.;
- Responsible for the for the licensing as well as preparation and upgrade of the curricula and teaching materials in line with innovative techniques and approach of vocation training international standards;
- Responsible for the expansion of the provision of services and products at the international level through subcontracting or franchise licensing such as:
 - Accredited EIPASS Center by CERTIPASS as **EIPASS Shkoder** in 2015 - CERTIPASS, is the provider of EIPASS (European Informatics Passport), the international program that certifies the users' ICT competencies. It operates nationally and internationally through partnerships with companies, public and private training bodies, institutions, universities and schools of all levels;
 - 235 international EIPASS certifications in IT competencies in the Shkodra municipality territory.

- Franchise Algorithmics Global as **Algorithmics Shkoder** in 2021 - a business franchise partner of Algorithmics Global, socially-driven aiming to teach children the skills of the 21st century. We make coding fun and easy for kids 6-17 years old. We grow the next tech generation and inspire kids to choose the future professions related to IT and STEM;
 - 190 kids enrolled in Algorithmics Courses and 85 certified during the 1st year.
- Responsible for the quality control and assurance standards in practice, for human resources validation and their fields of expertise affiliation;
- Responsible for the customer relationship management and for the product and service management and delivery.

British Council & ASCAP (Albanian Pre-University Quality Assurance Agency)

2019 - 2021

National Teacher and Mentor / 21st Century Schools Project / Service Contract

ALBANIA:

- Fostering teachers for the usage of the innovative methodologies as Critical Thinking and Problem-Solving techniques in teaching and learning process implementing 21st Century Skills;
- Supporting teachers for the Coding Skills integration in their teaching process, through the usage and automation of micro:bit, as an innovative methodology based in EdTech;
- Mentoring secondary education schools for the preparation of innovative projects integrating coding skills through the usage of micro:bits, supporting their participation in the National Coding Competitions 2020-2022 (3 winners mentored);
- Fostering the improvement of educational curricula towards STEM education.

for reference: <https://kosovo.britishcouncil.org/en/programmes/education/21st-century-schools/webinars/webinar-3>

Municipality of Shkodra

2008 –2021

Head of IT Department / Full Time

Shkoder, ALBANIA:

- Established the new approach and the main business rules of electronic communication in the Municipality and the local administration within the implementation of the e-communication network systems of the city hall, its administrative units and its subordinate institutions;
- Improved a new communication approach for the citizens, using innovative techniques implemented as e-services in the official website of the municipality;
- Digitalized the municipal function related to service delivery to the citizens as: One Stop Shop System for the administrative services delivery, Taxes and Tariffs system management, Social Services system management, Annual Budget System for revenue-expenditure and accountability, etc.

HELVETAS SWISS COOPERTION | USAID | Albanian Local Capacity Development Foundation | Smart Processes 2010 – 2020

IT Consultant and e-Government Expert / Service Contracts

ALBANIA:

- Local Government Expert & IT Consultant for the local government services automation, financial budgeting automation, web platforms implementation;
- Software Engineering Consultant for local government services, taxes & tariffs, social development for the municipalities;
- Local Government Expert for the list of identified administrative services and the book-protocol of Administrative Procedures for the municipalities;
- Senior Local Government Expert and Trainer - FUNCTIONING OF INFO OFFICE for the municipalities;
- Senior Local Government Expert for the budget monitoring & kindergartens processes in the local government;
- Senior Local Government Expert for the assessment of Transparency Measures, put in place and make effective use of the three transparency measures (the Transparency Program, Registers of Citizen Requests and Complaints, and Right to Information Coordinator) in the local government;
- Senior Local e-Government Consultant for the Municipal Council Web-Portal and the Citizen Interaction Web-Platform (ITMS) in the local government;

EDUCATION

PhD Candidate in International Doctoral Studies on “Sustainable Development Applications”

University of Montenegro, Podgorica, Montenegro; Supported by Erasmus+ EU Program

2022 - present

Master of Science in Computer Science – Informatics – Advanced System Information

University of Tirana, Albania;

2010 - 2013

Bachelor of Science in Computer Science - Informatics

University of Shkodra “Luigj Gurakuqi”, Albania;

2002 - 2006

PROFESSIONAL ACTIVITIES, AWARDS, AND AFFILIATIONS

- Professional Certificate in Coding: For Women - June 2023 Cohort | Massachusetts Institute of Technology (MIT), Cambridge, Boston, USA 2023
- The 4th Summer School on “Cyber Physical Systems and Internet of Things (SS-CPSIoT 2023) | Budva, Montenegro 2023
- Executive Education Certification in Systematic Innovation of Products, Processes, and Services ⇒ MIT Sloan Management School | Massachusetts Institute of Technology (MIT), Cambridge, Boston, USA 2022
- STEM Ed Innovators fellow, member of the international Cohort, Nitrogen Cohort, the Teacher Fellowship community of practice for STEM educators to understand, apply, and improve Democratic STEM pedagogy ⇒ Program of the Jhumki Basu Foundation; New York; USA 2021-2022
- Chairwoman of the Women’s Democratic Union of Shkodra, 4th Electoral Administrative Area in Albania 2021
- Member of Parliament Candidate in the Parliamentary Elections of Albania, 25th April 2021, Region of Shkodra, Democratic Party 2021
- Awarded as SCIENTIX Ambassador (representing Albania) ⇒ European SchoolNet Academy, the Community for Science Education in Europe | SCIENTIX | <http://www.scientix.eu/in-your-country/scientix-4-teacher-panel##AL> 2020-present
- Certified as Digitally Competent Teachers for Creative Digital Students ⇒ European SchoolNet Academy, EDU Regio 2020
- Certified as Integrated STEM (Scientific-Technology-Engineering-Mathematics) Teacher for Secondary Schools (High Education included) ⇒ European School Net Academy, SCIENTIX 2020
- Certified of Appreciation for planning and facilitating the online events as part of “21st Century Schools” Regional Program in pandemic period ⇒ UK Government – British Council 2020
- Certified for Completion and Achievement “Young Women Entrepreneurs Program” ⇒ US Embassy; Bind, Tirana, Albania 2020
- Awarded and Certified as a National Teacher Trainer for Critical Thinking and Problem Solving methodologies, coding skills and micro:bit integration in teaching and learning process ⇒ British Council, Tirana, Albania 2019
- “The best public service”, the winning price within the range of regional e-governance in the local government ⇒ Albanian ICT Awards Competition, Tirana, Albania 2016
- National Competition of Good Practices – 2016, Best Practices in the Local Government Award, Integrated One Stop Shop System Information in the Municipality of Shkodra, the winning price within the range of regional competition ⇒ HELVETAS SWISS COOPERATION, Tirana, Albania 2016
- National Competition of Good Practices – 2017, Best Practices in the Local Government Award, Budget Transparency Web Portal of the Municipality of Shkodra, the winning price within the range of regional competition⇒ HELVETAS SWISS COOPERATION, Tirana, Albania 2017
- Certified for the Leadership and Management Skills ⇒ Women Democracy Network, Tirana, Albania 2015 – 2016
- Awarded for outstanding contribution in the field of innovation and e-government, digital competence and technical achievements for the local government ⇒ Albanian School of Public Administration, Tirana, Albania 2014
- Member of Albanian National E-Government Competence Centre, Albania 2014

PUBLICATIONS

- MANAGERS 'SUPPORT IN EASIIING THE USE OF HOSPITAL INFORMATION SYSTEMS BY NURSES | Dr. Edra Fresku, Msc. Helga Sallaku, Msc. Fatjona Kroni, Msc. Seida Daija - ICT Lecturer, University of Shkodra “Luigj Gurakuqi” 2022
- USER SATISFACTION IN EASY OF ACCEPTANCE OF HOSPITAL INFORMATION SYSTEMS | Dr. Edra Fresku, Msc. Helga Sallaku, Msc. Fatjona Kroni, Msc. Seida Daija - ICT Lecturer, University of Shkodra “Luigj Gurakuqi” 2022
- "Real-Time Data | A New Technological Trend for Business" ⇒ Metropolitan Journal of Science Engineering and Architecture, 3 (1), pp. 65-73 | Dr.Erarda Vuka; MSc. Helga Sallaku;
<https://drive.google.com/file/d/1wdGNjQSQFuOHDOf8VmEHZb9oNgexMEn/view> 2021
- "Building a data warehouse for public financial management systems of local government institutions, with an implementation at Municipality of Shkodra | MSc. Helga Sallaku;
<https://sites.google.com/site/endrixhina/diplomat-msc/nd%C3%ABrtimi-i-nj%C3%AB-magazine-t%C3%AB-dh%C3%ABnash-p%C3%ABr-sistemet-financiare-t%C3%AB-menaxhimit-t%C3%AB-taksave-n%C3%AB-pushtetin-lokal-helga-sallaku> 2013

TECHNICAL SKILLS

Project Management / IT Project Management / Budgeting / Budget Monitoring / Problem-Solving / Team Management / Organizational Skills / Relationship Development / Communication / Database Management (SQL, NoSQL MongoDB) / Software Engineering Project Management / Web Development Project Management / Agile Methodologies (Scrum Framework) / Cisco Networks and Devices / Microsoft Windows Sever / Microsoft Active Directory Design and Implementation / Innovation Researcher / Startup Developer / Scientix Ambassador / Woman in STEM / Computer Science Lecturer / International IT Coach & Examiner / e-Government Expert / Oral Communication / English /