

# Erdison Malko

Python Developer

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## 🧰 PROFESSIONAL EXPERIENCE

03/2023 – present  
Tirana, Albania

### **Automation Specialist & Data Analyst (BI Dept.), Webhelp** ✎

As a Automation Specialist and Data Analyst within the Business Intelligence Department, my role encompasses a multifaceted approach to data-driven solutions and process enhancement. From using Python for automation techniques, web scraping and the creation of interactive web interfaces to also using Power BI and SQL to manipulate data and create KPI dashboards.

-Automation techniques meaning the usage of Python and its associated libraries, to design and implement automated solutions for specific operational requirements, in order to avoid repeated tasks.

-Interactive web interfaces meaning developing web-based interfaces that interact with APIs to deliver services to end-users. This entails creating streamlined platforms that facilitate data interaction, accessibility, and insight extraction, this is done by connecting to APIs to fetch the services and creating interfaces upon them, for end-users to use and access these services.

-Web Scaping, using Selenium to automate data gathering from our internal web tools and sites. The scripts can navigate these platforms and collect the needed data automatically, saving time and ensuring accuracy.

Also, occasionally, using that data to create dashboards for the implied departments.

-Using Power BI and SQL to connect to diverse data sources and applying the ETL process needed to shape the data into a usable form, with which are designed user-friendly interactive dashboards using Power BI.

These dashboards are then hosted on the cloud platform: powerbi.com, enabling easy access for users, for them to facilitate data-driven decision-making.

11/2022 – 03/2023  
Tirana, Albania

### **IT Support 2° Level, Sisal Group** ✎

Dealing with web applications (UI) issue, causing the end user bad experience when using all services given, understanding the problem analyzing system logs, using tools such as Kibana (Elastic Stack, DBeaver) to further verify or escalating the issue to the Production Team if its bug and eventually sending feedback to the end customer through CC.

07/2021 – 10/2022  
Tirana, Albania

### **Sn. Transaction Specialist & Data Analyst, Impala Digital** ✎

In my previous role as a Data Analyst I was responsible for creating Google Sheet/Excel templates and reports, utilizing advanced formulas such as QUERY, ImportRange, and VLOOKUP to streamline processes and ensure data accuracy. Also developing and maintaining R scripts used to analyze data from our system and present it on Excel dashboards.

In addition to these technical responsibilities, I developed workflows and training materials for new processes assigned to our team, and conducted training sessions to improve the skills of junior members (such as MS Excel). We also provided live support to the local team to investigate and resolve system issues that could disrupt the normal transaction flows.

Also responsible for presenting detailed monthly balance reconciliations to the Finance Department. This involved analyzing large sets of financial data(transaction)and producing reports that were easily understood by stakeholders.

Overall, the role required technical skills, proficiency with data analysis tools, and the ability to develop and deliver effective training and support materials to improve team performance

## COURSES

08/2022 – 03/2023  
Tirana, Albania

**Python from Scratch**, *SDA Academy* [↗](#)  
Python from the basics.

05/2022

**freeCodeCamp.org**, *Data Analysis with Python* [↗](#)  
Developer Certification, representing approximately 300 hours of coursework

03/2023

**Machine Learning Certification**, *Analytics Vidhya* [↗](#)  
Machine Learning Certification Course for Beginners

## PROJECTS

03/2023 – 04/2023

**Online Portfolio**, *Personal Website* [↗](#)  
This project utilizes Django for the backend and HTML, CSS, and some JavaScript for the frontend.The website has a clean design, easy navigation, and clear calls-to-action. It features a Contact Me button that allows users to get in touch with me directly through the site via a user-friendly form. The Testimonials section lets users leave feedback, building trust and credibility with potential clients or collaborators.

## SKILLS

**Python**



**SQL**



**Office Package**  
EXCEL, Power BI



**R Studio**



**Django**



**Web Scraping**



## LANGUAGES

Italian



English

