DENIS PECI

APPLICATION ENGINEER

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SUMMARY

An accomplished Application Engineer effective in analysing relevant information and guiding the product cycle from conception to implementation. Manages design effort and installation process for timely product launches. Consults with internal and external clients to employ additional system resources and enhance configuration for optimal customer satisfaction.

EDUCATION

FULL-STACK DEVELOPMENT CERTIFICATE
University of Central Florida
Orlando, FL
2023

PROFESSIONAL ELECTRICIAN DEGREE
The ATC Professional Institute
Tirana, Albania
2021

SKILLS

Full-stack web development (JavaScript, MySQL, databases, CSS, HTML)

Proficient in LINQpad5 coding with C# and C++

Application engineering and software configuration

Windows 10

Hardware troubleshooting and installation

Network configuration

PROFESSIONAL EXPERIENCE

APPLICATION ENGINEER
Synect / Orlando, FL / July 2024 - present

- Lead the configuration and deployment of Synect's proprietary content management software for digital signage across major airports.
- Develop and implement JSON-based configurations and CSS designs for HTML content displayed on wayfinding screens.
- Ensure seamless communication between server and client machines by configuring network settings and resolving connectivity issues.
- Conduct extensive hardware troubleshooting, including HDMI installations and configuring Extron devices.
- Optimise machine settings and drivers to ensure compatibility with Synect's software, demonstrating proficiency in Windows 10.
- Document innovative processes and solutions to streamline operations and train new team members.
- Travel extensively to airports to install equipment and ensure proper functioning of software, collaborating with airport staff for successful deployments.

SOLUTIONS ENGINEER
Synect / Orlando, FL / July 2022 - July 2024

- Mastered Synect's content management software to manage digital signage content and screen arrangements.
- Configured software settings to ensure accurate content display and resolution.
- Installed and maintained applications that process and render HTML items based on airport data.
- Worked closely with airport employees during on-site installations to guarantee correct software setup and operation.
- Demonstrated curiosity, creativity, and intelligence, achieving a promotion within a year and outperforming colleagues with longer tenure.

SKILLS

Documentation and process optimisation

Multilingual: Fluent in English, Albanian, Greek

Strong communication skills

Problem-solving abilities

Multitasking

Flexibility

E X P E R I E N C E CONTINUED

IT SUPPORT + CONSULTATION

Freelance / Tirana, Albania / September 2019 - November 2021

- Set up and maintained computers, hardware, and software for clients.
- Managed excel sheets and handled billing for services provided.

TIER 1 MAC ADVISOR

Apple Inc. / Tirana, Albania / September 2018 - July 2019

- Troubleshot and resolved technical issues for Apple products in line with company guidelines.
- Assisted customers with day-to-day technical problems, ensuring high levels of customer satisfaction.
- Supported customers with Apple ID / iCloud account related issues and hardware issues while maintaining positive rapport with customers.

TECHNICAL SUPERVISOR / LEAD

Albanian Gaming Arena / Tirana, Albania / July 2016 - September 2018

- Managed and maintained a computer room, addressing any software or hardware issues.
- Provided excellent customer service, assisting with technical problems.