

ARBIDACI

Ahr-bi • Optimistic team-player who likes finding novel solutions to challenging problems

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WORK EXPERIENCE

SKILLS

DEVELOPMENT

SQL
JavaScript
HTML & CSS
Python
TypeScript
Bootstrap

TECHNICAL TOOLS

Boomi Cloud Platform
Coupa Risk Assess
ServiceNow & Jira
Salesforce
Git & Github
Microsoft Power Platform

CONCEPTS

UI/UX
A/B Testing
API Management
DNS/Domain Management
Responsive Web Design
Wireframing & Mockups
Web SEO & WCAG

LANGUAGES

English
French
Albanian

TECHNICAL SOLUTIONS CONSULTANT (contract)

Bank Of Montreal - AUG/2025 – Present

- Design custom PowerApps and Power Automate flows to reduce manual effort and improve operational efficiency
- Develop and maintain internal programs and dynamic forms within CRA, using JavaScript to implement complex conditional logic and streamline workflows
- Contributed to testing, UX design, and building of a PowerApps solution automating the CRA approval process
- Serve as AI Specialist for the product delivery team, guiding workflows & integrating Copilot to enhance productivity, reducing manual work
- Created SOPs from scratch to reduce errors in existing processes and support onboarding and training of future and existing team members
- Provide elevated support for the Coupa Risk Assess (CRA) system, ensuring smooth operation and issue resolution

TECHNICAL SUPPORT ENGINEER (bilingual)

EnGlobe - FEB/2022 – AUG/2025

Key Responsibilities & Achievements

- Conducted and optimized end-to-end testing, leading to process improvements and decreasing testing time by 20%+
- Created new and updated existing SOPs and training material, leveraging UI/UX design fundamentals to improve clarity, structure and usability
- Helped implement SSO integration, improving company security and decreasing ticket volume by over 50%
- Facilitated cross-functional meetings to drive knowledge transfer of new technologies and improve overall team performance
- Managed credentials, API keys, and related configurations in Microsoft Azure
- Wrote and validated SQL scripts for database updates and application enhancements
- Maintained SLA compliance above 90%, consistently delivering high-quality support and ensuring user satisfaction
- Collaborated with internal teams and vendors to identify, test, and deploy fixes and enhancements to key business applications (Vantagepoint ERP, SafeTapp)

INTERESTS

- Volleyball & Soccer
- Cycling
- Calisthenics & Weightlifting
- Anime & Manga
- Photography

- Drove resolution of critical issues with vendor by relentlessly escalating concerns, initiating meetings, and providing detailed documentation to hold the vendor accountable and expedite action

Initiatives & Career Development

- Became lead implementation specialist of the support team for transfer from Azure to Boomi platform, presenting knowledge and delegating roles to support team
- Helped lead-developer to create an AR monthly report that would present total accounts, email success rate, missing emails and contacts using Python and Docker
- Developed a Microsoft Power Apps app (Power Platform) that was used to streamline application support tasks, quick access to internal support resources, SQL script updates, and Power Automate integration for routing internal requests and formatting standard responses and communications
- Took ownership of the internal risk assessment tracker, engaging with business and tech stakeholders to evaluate and prioritize risks

APPLICATION SUPPORT ANALYST

TD Canada Trust - JAN/2021 – JAN/2022

- Provided support on JIRA tickets for SAP Ariba & Coupa Risk
- Created end-user job-aid for Ariba program

EDUCATION

BACHELOR of SCIENCE (Honors) COMPUTER SCIENCE

Ryerson University - *09/2014 – 04/2018*

- Member of the Computer Science Course Union
- Head of the Albanian Student's Association