

# ARBIDACI

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[Toronto, ON](#) 

## SKILLS

### DEVELOPMENT

HTML & CSS  
JavaScript  
TypeScript  
Bootstrap  
Python  
Git & Github

### SOTWARE

Visual Studio  
IntelliJ  
Microsoft Office  
Microsoft Azure  
Deltak Vantagepoint  
Atlassian Jira  
SAP Ariba/ Coupa  
Dayforce  
Adobe CC  
Figma/ Sketch

### LANGUAGES

English  
French  
Albanian

## WORK EXPERIENCE

### APPLICATION SUPPORT ANALYST

TD Canada Trust

[06/2021 – Present](#)

- Provided level 1 support on JIRA tickets for SAP Ariba & Coupa Risk
- Hired alongside new software implementation; quickly became proficient in new software, answered questions for and trained colleagues
- Created end-user job-aid for Ariba program
- Consistently outperformed required 80% SLA target

### PERSONAL BANKER

TD Canada Trust

[09/2016 – 05/2021](#)

- Provided customers personalized borrowing and investment advice & referred high-value clients to Financial Planners, and Advisors

### PYTHON TEACHER

Reidmount Discovery School

[09/2018 – 06/2019](#)

- Taught children of varying ages programming concepts; objects/classes, inheritance, collisions, conditionals, iteration, objects, persistence

### BUSINESS SYSTEMS' CONSULTANT

Flybits Inc.

[01/2016 – 08/2016](#)

- Prepared customized training material and supervised customer training
- Documented UX index and supporting customer-software interaction
- Translated customer desires into requirements for development team

## EDUCATION

### BACHELOR of SCIENCE (Honors) COMPUTER SCIENCE

Ryerson University

[09/2014 – 04/2018](#)

- Entrance scholarship
- Member of the Computer Science Course Union
- Director of the Albanian Association