ARBI**DACI**

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

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SKILLS

DEVELOPMENT

HTML & CSS
JavaScript
SQL
Python
VB Script
TypeScript
Bootstrap
Git & Github

TECHNICAL

Visual Studio
IntelliJ
Microsoft Office
Microsoft Azure
Atlassian Jira
Responsive Design/
UI/UX/ Wireframing/
Mockups
DNS/Domain
Management
WCAG

LANGUAGES

English
Albanian
French

INTERESTS

Sports/ Calisthenics
Cycling
Photography
Design

WORK EXPERIENCE

APPLICATION SUPPORT ANALYST (bilingual)

EnGlobe - FEB/2022 – Present
• Created, updated and modernized documentation; user guides & SOPs
• Performed E2E software testing in preparation for new software updates
• Organized meetings, bringing together users and appropriate subject matter specialists to help diagnose and resolve current issues
• Worked directly with vendor (Deltek) for everyday requests as well as more complex application issues; recommending fixes, diagnostic measures
• Helped resolve employee service disruptions due to API key mismatches

APPLICATION SUPPORT ANALYST

TD Canada Trust - JAN/2021 – JAN/2022
• 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 - SEP/2016 – DEC/2020

PYTHON TEACHER

Reidmount Discovery School - SEP/2018 – JUN/2019

BUSINESS SYSTEMS' CONSULTANT

Flybits Inc. - JAN/2016 – AUG/2016
• Prepared customized training material and supervised customer training
• Documented UX index and supported customer-software interaction
• Translated customer desires into requirements for development team

EDUCATION

BACHELOR of SCIENCE (Honors) COMPUTER SCIENCE

Ryerson University - 09/2014 – 04/2018
• Member of the Computer Science Course Union