

# ARBIDACI

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[Toronto, ON](#) 

## SKILLS

### DEVELOPMENT

HTML

CSS

JavaScript

Bootstrap

Python

Git & GitHub

### DESIGN

Design Research

Visual Design

Wireframing

Interaction

Design

Agile Methods

### SOFTWARE

Adobe Xd

Adobe Photoshop

Adobe Illustrator

Figma

InVision

Sketch

Visual Studio

IntelliJ

### LANGUAGES

English

French

## 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
- Supervisorial roles such as customer complaint resolution, training new employees, leading/ supporting Bank campaigns (specific program names)
- Referred high-value clients to Financial Planners, and Advisors
- Automated aspects of work (injecting custom CSS, parsing excel data)

### PYTHON TEACHER

Reidmount Discovery School

[09/2018 – 06/2019](#)

- Taught children of varying ages programming concepts; objects/classes, inheritance, collisions, conditionals, iteration, objects, persistence
- Students and parents recommended program to friends and family; 5 additional families planned on enrolling children in following semester(s)

### BUSINESS SYSTEMS' CONSULTANT

Flybits Inc.

[01/2016 – 08/2016](#)

- Prepared customized training material and attended customer training sessions
- Responsible for documenting user experience index and supporting customer-software interaction
- Translated customer desires into requirements for development team

# EDUCATION

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## **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

# INTERESTS

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Sports (Soccer, Volleyball, Basketball, Weightlifting), UX/UI & Graphic Design, Reading (Science and Self-improvement), Photography & Editing, Minimalism