


# ARBIDACI

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

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## SKILLS

### DEVELOPMENT

SQL  
JavaScript  
HTML & CSS  
Python  
VB Script  
TypeScript  
Bootstrap

### TECHNICAL TOOLS

Boomi Cloud  
Platform  
Microsoft Azure  
Atlassian Jira  
Git & Github  
Microsoft PowerApps

### CONCEPTS & TOOLS

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

## WORK EXPERIENCE

### TECHNICAL SUPPORT ENGINEER (bilingual)

*EnGlobe* - FEB/2022 – Present

#### Software Testing & Quality Assurance

- Performed E2E (end-to-end) software testing, updating documentation, reporting regressions, and enhancing processes where needed, leading to further efficiencies
- Helped implement system improvements, including SSO integration, improving user authentication, security and login incidents'
- Submitted multiple highly voted ideas on Deltek platform, leading to implementation and improvement to software and significant reduction to quantity of tickets

#### Technical Documentation & Knowledge Transfer

- Created and maintained documentation (E2E, SOPs, training material), improving E2E testing execution by 20%+ and streamlining support (making use of my background in UX and fundamentals of design)
- Organized and led cross-functional meetings to educate team on new technologies, methods and general knowledge, reducing gaps in support

#### Platform & System Management

- Managed API keys, passwords, and other secure data in Microsoft Azure
- Wrote and verified SQL scripts for database updates and system improvements
- Maintained a 90%+ SLA compliance rate with high customer satisfaction

#### Project Leadership & Information Coordination

- Became lead implementation specialist of the support team for transfer from Azure to Boomi platform, presenting knowledge and delegating roles to support team
- Organized and presented meetings within team, with main application (Deltek Vantagepoint ERP) team and to key stakeholders of organization
- Coordinated and collaborated with vendor to determine and implement fixes as well as improve system functionality and performance
- Provided support and enhancements for PowerApps applications
- Took ownership of risk assessment sheet after previous consultant's term ended, engaging with software and business owners to determine risk severity and impact

## LANGUAGES

English  
French  
Albanian

## INTERESTS

Sports  
Cycling  
Calisthenics  
Photography

## 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

## 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*** - [SEP/2014](#) – [APR/2018](#)

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