






# ARBIDACI

*Ah-rbi* • Friendly, hard-working professional looking to grow in a fulfilling and challenging position.

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## SKILLS

### DEVELOPMENT

HTML & CSS  
JavaScript  
SQL  
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  
Albanian  
French

### INTERESTS

Sports/ Calisthenics  
Weightlifting  
Photography

## WORK EXPERIENCE

### APPLICATION SUPPORT ANALYST

**EnGlobe** - 02/2022 – Present

- Created documentation including user guides & internal SOPs
- Performed E2E software testing
- Provided Level 1 and Level 2 support
- Communicated directly with application vendor for database refreshes, SQL script execution, issues and bugs with software etc..
- Helped resolve employee service disruptions due to API key mismatches

### APPLICATION SUPPORT ANALYST (contract)

**TD Canada Trust** - 06/2021 – 02/2022

- 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

### 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

- Awarded entrance scholarship
- Member of the Computer Science Course Union
- Director of the Albanian Association at Ryerson