



# ARBIDACI

 25 Widdicombe Hill,  
M9R1B1

 647 710 1614

 drazhi@live.ca

 [scs.ryerson.ca/~adaci](http://scs.ryerson.ca/~adaci)

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE/ SECURE DESK OPERATOR

TD Canada Trust

09/2016 – Present

- Ability to process diverse customer requests effectively and efficiently
- Demonstrated leadership qualities by training and supervising coworkers
- In charge of preparing branch at opening, and balancing totals at the end of the day as well as resolving system inconsistencies

### BUSINESS SYSTEMS' CONSULTANT

Flybits Inc.

01/2015 – 08/2016

- Provided primary support for Flybit's App Developing platform
- Responsible for managing user experience index and troubleshooting technical issues
- Attended customer training sessions and prepared customized training material
- Ensured effective implementation and utilization of our proprietary application
- Reviewed, tested, and/or assisted in administering application configuration of application: releases, product changes, service packs, security upgrades, and critical bug fixes

### INVENTORY AND DATABASE MANAGER

Metro Central Garage

12/2011 – 12/2014

- Analyzed company finances and prepared reports
- Structured and maintained company database
- Conducted follow-up appointments with customers
- Performed general administrative and operational responsibilities
- Maintained inventory levels, and identified weekly and monthly supply demand

## EDUCATION

### BACHELOR'S DEGREE IN COMPUTER SCIENCE

Ryerson University

09/2014 – 04/2018

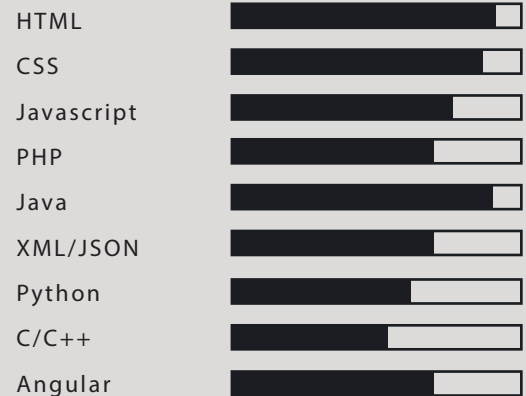
- Awarded entrance scholarship
- Member of the Computer Science Course Union
- Director of the Albanian Association at Ryerson University
- Worked on a variety of projects; API implementation using Django and Angular, automated testing using coveralls and travis-ci, computer vision programs that determined edge detection and stitched panoramas

## SKILLS

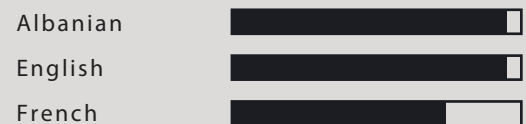
### PROFESSIONAL



### PROGRAMMING LANGUAGES



### LANGUAGES



### SOFTWARE AND OS

