



Aida Topalli

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Address: Rruga Pjeter Budi, 1001, Tirana, Albania (Home)

● ABOUT ME

Telecommunication Engineer

● WORK EXPERIENCE

01/05/2022 – 15/10/2023 Tirana, Albania

HELP DESK SUPPORT SPECIALIST DIGICOM SHPK

- Provided technical support for telecommunication systems, including troubleshooting issues with fixed telephony, IPTV, and networking equipment.
- Diagnosed and resolved complex technical problems related to routers, switches, static IPs, and network configurations (e.g., TP-Link, Mikrotik, Ubiquiti, Nokia Wifi 6).
- Collaborated with cross-functional teams to implement permanent solutions and system improvements.
- Monitored system performance and proactively identified potential issues, reducing downtime and ensuring service reliability.
- Assisted customers with configuration and maintenance of telecommunication devices and resolved escalated issues in a timely manner.

Business or Sector Information and communication | **Website** <https://digicom.al/>

15/10/2023 – CURRENT Tirana, Albania

DIGITAL BANKING SPECIALIST FIRST INVESTMENT BANK

- Manage daily operations and ensure smooth performance of digital banking platforms.
- Lead digital transformation projects and collaborate with IT to enhance digital services.
- Troubleshoot and resolve technical issues, improving customer experience.
- Analyze system performance and report findings to senior management.
- Develop and optimize digital banking products (e.g., mobile banking, e-wallets).
- Ensure compliance with regulatory and security standards for digital services.
- Improve user experience (UX/UI) based on customer feedback and data insights.
- Coordinate with vendors for system upgrades and integrations.
- Support digitalization initiatives and automation of internal processes.

Business or Sector Financial and insurance activities | **Department** Digitalization Unit | **Website** www.fibank.al

01/01/2021 – CURRENT Albania

WEB DEVELOPER FREELANCER

- Develop full-stack web applications using **HTML, CSS, JavaScript, Bootstrap** for front-end and **Python (Django)** for back-end.
- Design and implement responsive user interfaces (UI) to enhance user experience (UX) across multiple devices.
- Build and maintain databases using **SQL** and manage data integrations with RESTful APIs.
- Collaborate with cross-functional teams to design and launch new features, ensuring seamless integration with existing systems.
- Utilize **Git & GitHub** for version control and collaborative development.
- Perform troubleshooting, bug fixes, and optimization to improve performance and security of web applications.
- Write clean, maintainable, and scalable code following best practices and agile methodologies.

● **EDUCATION AND TRAINING**

15/10/2018 – 19/09/2021 Tirana, Albania
BSC.TELECOMMUNICATION ENGINEERING Polytechnic University of Tirana

Website <https://upt.al/> | **Field of study** Information and communication technologies not elsewhere classified

01/11/2021 – 10/10/2023 Tirana, Albania
MSC. TELECOMMUNICATION ENGINEERING Polytechnic University of Tirana

Website <https://upt.al/>

30/01/2024 – CURRENT Tirana, Albania
WEB DEVELOPER Domunisoft

- HTML
- CSS
- JavaScript
- jQuery
- Bootstrap
- Python
- Django
- Git & GitHub

Website <https://dominusoft.al/>

● **LANGUAGE SKILLS**

Mother tongue(s): **ALBANIAN**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	B1	B2	C2
ITALIAN	B2	B2	B1	B1	B2
GERMAN	C1	C1	B2	C1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | IP static | Programming | C++ | HTML | JavaScript | Developer | Network | Technical Engineer | Telecommunication | TCP | Troubleshoot | IT | SQL | Git | JSON | C | Python | Windows | PHP | CSS | Object-Oriented Programming | Github | Bootstrap