Ramazan Shira

Date of birth: 14/11/2000

Nationality: Albanian

Gender: Male

CONTACT

📍 Kamez, Tirana
Albania **(Home)**

✉ ramazanshira1@gmail.com

📞 (+355) 686081940

🌐 https://
ramazanshira.netlify.app/about

in https://www.linkedin.com/in/
ramazan-shira-b1203520b

ABOUT ME

I am a hardworking and enthusiastic individual who understands my work's importance to my overall well-being. Seeking to expand my knowledge and skills, work in a collaborative environment, and develop quality software solutions that address and solve business problems.

WORK EXPERIENCE

14/08/2024 – CURRENT Tirana, Albania

Head of Digitization and Microfilm Sector General Directorate of Archives

- Planned and coordinated digitalization activities to meet sector objectives on time.
- Monitored sector operations for compliance with monthly plans and regulations.
- Managed task distribution among specialists according to institutional guidelines.
- Supervised team members, providing support and solutions for challenges.
- Oversaw document digitalization processes.
- Full Stack Developer supporting digital initiatives and technical tasks.

/02/2024 – 30/06/2024 Tirana, Albania

01Electronic Equipment Sales Representative Previsa Shpk

- Communication and customer service;
- Finding solutions for customers through products, accessories and software;
- Management of customer complaints and issues;
- Basic diagnostics of electronic equipment problems;
- Registration of sales through financial systems;
- Very good knowledge and monitoring of product stock;
- Realization of inventories and reporting of results;

01/10/2022 – 31/01/2023 Tirana, Albania

SAP Developer iKons

- Developed, tested and documented SAP reports, interfaces, transformations, extensions, forms and workflows
- Carried out integration tasks for in-house developed systems and/or purchased hardware and software solutions
- Worked closely with the SAP Basis team to monitor, test, and optimize application components for optimal performance and integration.

01/09/2021 – 30/08/2023 Tirana, Albania

IT Support Specialist Embedded Systems Design & Production

- Review diagnostics and assess the functionality and efficiency of softwares.
- Helpdesk-based phone IT support for end users, including server troubleshooting support and customer service.
- Set up new user accounts and profiles and address password issues.
- Diagnos and find suitable solutions to various technical hardware and software problems.
- Maintain customer satisfaction by using good communication, empathy and listening skills.

EDUCATION AND TRAINING

14/11/2022 – 25/05/2024 Tirana, Albania
Master of Science in Information Systems in Economics
Faculty of Economics, University of Tirana

15/10/2019 – 22/07/2022 Tirana, Albania
Bachelor in Business - Informatics
Faculty of Economics, University of Tirana

01/03/2022 – 15/06/2022 Tirana, Albania
Web Development
Tirana ICT Academy

01/11/2020 – 20/01/2021 Tirana, Albania
Java Programming
DominuSoft Trainings

01/09/2020 – 20/12/2020 Tirana, Albania
IT Essentials - IER Academy

01/05/2020 – 25/08/2020 Tirana, Albania
Data Structures and Algorithms - HardSoft

DIGITAL SKILLS

HTML / CSS / JavaScript / React JS
Java / PHP / C++
MySQL / PostgreSQL / R Studio / SPSS
Microsoft Office(Word, Excel, PowerPoint, Publisher)
Windows / Windows / MacOS / Linux
Data Communication and Networking

ORGANISATIONAL SKILLS

Problem-solving and critical thinking

Collaboration and teamwork

Complex problem solver

Manage time and deadlines

Prioritize tasks

Adaptability in the workplace

Active learning

LANGUAGE SKILLS

MOTHER TONGUE(S): Albanian

Other language(s): English

Listening C1	Reading C1	Spoken production C1	Spoken interaction C1	Writing B2

DRIVING LICENCE

Driving Licence: B