


# Ramazan Shira


**Date of birth:** 14/11/2000


**Nationality:** Albanian


**Sex:** Male


## CONTACT

 Kamez, Tirana  
Albania (**Home**)

 [ramazanshira1@gmail.com](mailto:ramazanshira1@gmail.com)

 (+355) 686081940

 <https://ramazanshira.netlify.app/about>

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

## ABOUT MYSELF

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

**01/02/2024 – 30/06/2024** Tirana, Albania

**Electronic 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;

**01/09/2021 – 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.
- Diagnose and find suitable solutions to various technical hardware and software problems.
- Maintain customer satisfaction by using good communication, empathy and listening skills.

**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.

## EDUCATION AND TRAINING

**14/11/2022 – CURRENT** Tirana, Albania

**Master of Science in Information Systems in Economics**  
Faculty of Economics, University of Tirana

Website <https://feut.edu.al/>

**15/10/2019 – 22/07/2022** Tirana, Albania

**Bachelor in Business - Informatics**  
Faculty of Economics, University of Tirana

Website <https://feut.edu.al/>

**15/12/2022 – CURRENT**

**The Web Developer Bootcamp 2023** Udemy

Website <https://www.udemy.com>

**01/03/2022 – 15/06/2022** Tirana, Albania

**Web Development** Tirana ICT Academy

Website <https://www.tiranaictacademy.al/>

**01/11/2020 – 20/01/2021** Tirana, Albania

**Java Programming** DominuSoft Trainings

Website <https://www.dominusoft.al/>

**01/09/2020 – 20/12/2020** Tirana, Albania

**IT Essentials** IER Academy

Website <https://www.ieracademy.com/>

**01/05/2020 – 25/08/2020** Tirana, Albania

**Data Structures and Algorithms** HardSoft

Website <https://www.hardsoft.al/>

## 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

