# Ramazan Shira

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

**Nationality:** Albanian

**Gender:** Male

## CONTACT

Tirana, Albania

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## 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

**01/05/2023 – 31/08/2023** Tirana, Albania

**Data Entry Specialist -** Buzi Store

- Maintaining a detailed and organized storage system to ensure data entries are complete and accurate.
- Establishing data entry standards by continually updating filing systems to improve data quality.
- Addressing data inconsistencies by working with administrative staff to locate missing data.
- Attending to data queries and reporting any major data errors to management.
- Adhering to best data management practices and maintaining a high standard of accuracy and efficiency.

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

**IT Support Specialist -** Embedded Systems Design & Production

- Respond to and resolve customer questions through chat, email and telephone calls quickly and efficectively.
- Set up new user accounts and profiles and address password issues.
- Diagnosed and found suitable solutions to various technical hardware and software problems.
- Maintained 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 – 23.05.2024** Tirana, Albania

**Master of Science - 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/

**01/02/2024 – CURRENT**

**Full Stack Web Development**
(HTML, CSS, JavaScript, React JS, Node JS, Database, Data Structure)

**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 / 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 | Reading | Spoken production | Spoken interaction | Writing |
|---|---|---|---|---|
| C1 | C1 | C1 | C1 | B2 |

## DRIVING LICENCE

**Driving Licence:** B