


Ramazan Shira

Date of birth: 14/11/2000

Nationality: Albanian


Sex: Male

CONTACT

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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