



Ramazan Shira

Date of birth: 14/11/2000

Nationality: Albanian

Gender: Male

CONTACT



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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 effectively.
- 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 – 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

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
C1

Reading
C1

**Spoken
production**
C1

**Spoken
interaction**
C1

Writing
B2

DRIVING LICENCE

- Driving Licence: B