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

01/09/2021 – 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(English)
Faculty of Economics, University of Tirana

Website https://feut.edu.al/

15/12/2022 – CURRENT
The Web Developer Bootcamp 2023
Udemy

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
Java / PHP / C++
MySQL / PostgreSQL
R Studio/ SPSS
Microsoft Office(Word, Excel, PowerPoint, Publisher)
Operating Systems(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