

Silvana Gjini

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18 Glenburn Ave, Toronto, ON M4B 2X2

PROFESSIONAL SUMMARY

- Experience with C#, .NET, JavaScript, Oracle, SQL Server, Microsoft Power BI, Jasper Reports;
- Experience designing and developing various kinds of software applications, human-computer interfaces and enterprise information systems;
- Experience creating customized reports as per client requirements in complex database systems;
- Excellent problem solver with strong analytical skills used to troubleshoot issues;
- Strong communication skills to support clients and relay technical solutions to coworkers;

WORK EXPERIENCE

Software Engineer / Data Analyst

Paylink sh.a • Tirane

Dec. 2019 – Aug. 2021

PayLink sh.a is an Albanian technology and payment processing company in the banking financial market focused is providing cost-effective payment processing and services.

- Participate in new technological developments and deploy, Web Service integration and development, testing and debugging and provide necessary records and desired output.
- Prepare technical documentation, project plans and manuals for new developments.
- Participate in the development of interfaces with third parties including banks, processors or other companies.
- Conduct database and business analysis, and create customized reports from databases according to needs.
- Manage and maintain periodic report generation and delivery.

System Analyst

National Agency for Information Society • Tirane

Mar. 2014 – Dec. 2019

National Agency for Information Society is a public institution responsible for the coordination of ICT activities of the Government of Albania like, managing the government Datacenter including all government systems and applications, and managing government network GOVNET.

- Assisted government institutions in all stages of project implementation; requirements evaluation and analysis, Terms of Reference and functional specifications development, coordinating implementation and acceptance process.
- Prepare technical documentation and project plans for new projects.
- Analyzing and preparing financial planning for yearly investments including new system developments and improvement and maintenance of existing systems and infrastructure

based on the agency's strategy.

- Preparation of information systems documentation for public procurement.

Technical and System Administrator

Municipality of Tirana • Tirane

Feb. 2010 – Feb. 2013

- Ensured first level support for all electronic equipment's of the Tirana Municipality systems, servers, computers, printers, phone system, etc.
- Provided technical support to the municipality staff related to operating system, applications, hardware problems, authentication issues, etc.
- Ran periodically operational, monitoring and administration on user's workstations and other IT devices.
- Ran and checked network monitoring utility logs to verify the availability, functionality and performance of IT systems.
- Configured and managed Active Directory and Microsoft Exchange.

EDUCATION

Software Engineering Technician Diploma

Centennial College, Toronto, ON

Oct. 2021 - present

Expected graduation: Dec. 2022

Bachelor in Computer Science

Faculty of Information Technology, University of Tirana

2004 – 2009

PROFESSIONAL CREDENTIALS

- Oracle Database SQL Certified Associate
- Oracle Cloud Infrastructure Foundations 2020 Certified Associate
- Oracle Cloud Infrastructure Developer 2020 Certified Associate

SKILLS

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|---|----------------------------|----------------------------|
| • Advanced databases (SQL Server, Oracle) | • Web services programming | • Effective Communication |
| • Database Development | • System Integration | • Technical Support |
| • Agile methodology | • Software Testing | • Technical Analysis |
| | • C# programming | • Technical specifications |

TECHNICAL EXPERTISE

Good knowledge of Oracle 12c development;
Microsoft SQL Server 2012/2014/2016 administration and development;
Familiarity with the .NET framework, with a good knowledge in C#;
Concepts of managing Information Technology projects;
Active Directory and Domain Controller management and administration;
Knowledge and work experience on WEB technologies;