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WORK EXPERIENCE

January 2020 - Present

Professional Services Consultant

AppDynamics | CISCO London, United Kingdom

- Participate in the pre-sales setting to get to the core customer business needs and to acquire enough technical and organizational information to be able to formulate a compelling technology solution, technical design and project plan.
- Responsible to scope projects, including providing effort estimates, risk assessments, content for the technical portions of services proposals and Statements of Work.
- Retain technology leadership throughout the project execution with the objective of ensuring the vision is fully realized against its technical design.
- Maintain implementation level proficiency and the ability to implement any APM product independently, to be able to effectively express technology authority in a project setting.
- Synthesize learning and trends observed in the field into repeatable technology best practices in collaboration with other software functions.
- Mentor other service's team members on various technology aspects to promote a culture of technology excellence at all levels.
- Foster collaboration with the product, support and engineering teams and provide feedback from the field on features and functionality.

October 2016 - December 2019

Professional Services Consultant

Infinity CCS Birmingham, United Kingdom

Use the in-house Net developed contact centre software:

- to configure and deliver customer specific contact centre software applications.
- Assist clients to develop professional workflows (using VB and similar scripting tools inside the software application), that can be deployed as solutions in the work environment.
- Work with customer on enhancements to their applications against change request management processes by adapting software .Net code.
- Work with software development team to configure and test core software features and enhancements prior to release in new applications.
- Write T-SQL stored procedure to automate jobs, scripts and data reports

Sep 2010 - October 2016

Head of Computer Telephony Integration Team

Teleperformance, Durrës & Tirana, Albania

- Implement computer – telephony solutions
- Develop reports and customer web interfaces in .Net and T-SQL
- Document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code
- Improve operations by conducting systems analysis, data reports and recommend changes in policies and procedures
- Protect operations by keeping information confidential
- Accomplish engineering and organization mission by completing related projects as needed
- Provide leadership, guidance, training and development to the CTI Team on the usage company software and systems.
- Prompt the team toward innovations, independence in problem troubleshooting, solving and professional growth
- Continuous guidance and collaboration with the organisation's teams.

Mar 2010 - Sep 2010

Computer Telephony Integration Specialist

Teleperformance, Durrës, Albania

- Client Related Services:** Create and manage New CTI Campaigns using organisation's software, in accordance with the customers' requests; Develop reports and tools for data analyses, necessary for the Work Force Management Area and Operations.
- Compliance-Related Services:** Create and Manage CTI Campaigns (inbound and outbound mode), design/ maintain/optimize scripts; Troubleshoot; Design SQL Procedures for automated jobs; Manipulate and retrieve data from MS SQL Server; Programming in Visual Basic for excel macros.

Mar 2009 - Feb 2010

IT- Helpdesk

Teleperformance, Tirana, Albania

- Responsible for first response in answering, commenting and replying to open incidents to the helpdesk | Assist and support operational staff
- OS repairs, spyware and virus removal, hardware, upgrades and troubleshooting
- Draft manuals
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
- Installing and configuring VOIP (AVAYA) Software Applications, organisation's software and Hardware Equipment Network Maintenance

Communication skills

Very good communication skills, in three languages, developed early, through:

- Participating in international, academic and non-academic workshops.
- Participating in training sessions with a vast gamma of topics
- Working with international teams
- Working with foreign experts, on national and international projects, on behalf of the governmental institution I worked for
- Studying from English literature

Good presentation and negotiation skills

Languages

Mother tongue(s)	Albanian			
Other Languages	Reading	Writing	Speaking	Understanding
English	Advanced	Advanced	Advanced	Advanced
Italian	Advanced	Advanced	Advanced	Advanced
Greek	Intermediate	Intermediate	Intermediate	Intermediate

Technical Skills

- T-SQL, mysql
- JavaScript, Html, CSS
- Self-taught Python and .Net
- UiPath RPA Developer
- Linux terminal command, Windows10, Windows Server 2012
- WordPress
- Analysing Information, General Programming Skills, Software Design, Software Debugging
- Software Documentation, Software Testing, Problem Solving, Teamwork and ability to train
- Work under pressure and successfully confront the quantity of tasks respecting deadlines

Organisational / managerial skills

- Leadership:

- Develop meaningful relationships with key stakeholders within the customer team's executive leadership as well as company's teams.
- Oriented to innovation for every problem solution
- Prompt myself and my team to think out of the box

- Organisation:

- Timelines driven
- Focus oriented
- Attentive to details
- Multi-tasking skills:
- Analytical and problem solving skills;

Mar 2011 - Sep 2015

System Engineer

Inter-Ministerial Maritime Operational Centre (IMOC),
Durrës, Albania

- Maintaining software applications, operating systems, network
- Monitor and maintain the systems infrastructure (ISSS-Lockheed Martin Technology, Blue Box, TETRA, VRMTS)
- Control and inspect the conditions of equipment and systems in IMOC or other specific points, installed, along the Albanian Coast, in order to assure 24 hours system availability and continuous communication between the integrated radio-communication system
- Training of the Border and Migration Police, Customs, Fishery Inspectorate, Coast Guard and IMOC Staff, on usage of TETRA on-hand and station radios
- Draft manuals and curricula on the usage of TETRA radios and other systems on IMOC, for the staff of IMOC and other institution participating on IMOC
- Ensure the back-up system, archive and retrieve data in case they get corrupted
- Development and maintenance of the Daily Event Database and Operational database in cooperation with ICITAP
- Participating on IPA ADRIATIC CBC Programme through Projects proposals for necessary Information Systems for IMOC
- Participating and holding meetings (related to the IT sector) with participating institutions in IMOC, regional partners, EU representatives, OSBE, NATO representatives, etc.

EDUCATION

Mar 2010 - Sep 2010

MSc in Computer Science

Faculty of Natural Sciences, University of Tirana, Albania

- **The aim of the course:** To give specific knowledge about: The Architecture of Enterprise Systems, Artificial Intelligence & Learning Machine, JavaScript, Software Engineering, e-commerce, Database, Processing Information Systems, etc.
- **Graduation Thesis:** "Database Virtualisation"

Mar 2010 - Sep 2010

BSc in Computer Engineering

Polytechnic University of Tirana, Albania

- **The aim of this course** was to give a basic wide education that included not only mathematics, software and hardware, but also electro-technics, electronics, elaboration of signals, etc. The programme aimed to give critical skills in the software design subject, managing and information systems. As for computer science knowledge, this curriculum included topics like architecture of elaboration systems, organisation of operative systems, database structures, web technologies, programming languages like C and Java.
- **Graduation Thesis:** "Hospital Management System" – using TSQL and .Net

Other

Publications:

"Introducing Application Clustering while facing the complexity of industrial Software Systems", on the 4th INTERNATIONAL CONFERENCE Information Systems and Technology Innovations: towards a digital Economy

Training:

- TETRA Certification on Terrestrial Radio Communications System Maintenance, Administration and Radio Programming
- "Training on Enforcement of Maritime Safety and Security (Solas, ORPC, Marpol, VTMS)"
- "Combating WMD Proliferation at Maritime Ports"

Certifications:

- RPA Developer (September 2019)
- ITIL v4 (May 2020)

Workshops:

- "Computational Methods for the Analysis of the Diversity and Dynamics of Genomes", Bielefeld University, Germany
- "Reinventing Democracy in the Digital Area", Cyprus

Conferences:

"Adriatic and Ionian Security Challenges", Tirana, Albania