






ARBIDACI

Ahr-bi • Optimistic team-player who likes technology and finding novel solutions to challenging problems

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Toronto, ON 

SKILLS

DEVELOPMENT

HTML & CSS
JavaScript
SQL
Python
VB Script
TypeScript
Bootstrap
Git & Github

SOTWARE

Visual Studio
IntelliJ
Microsoft Office
Microsoft Azure
Deltek Vantagepoint
Atlassian Jira
SAP Ariba/ Coupa
Dayforce
Adobe CC
Figma/ Sketch

LANGUAGES

English
Albanian
French

INTERESTS

Sports/ Calisthenics
Cycling
Photography
Design

WORK EXPERIENCE

APPLICATION SUPPORT ANALYST (bilingual)

EnGlobe - FEB/2022 – Present

- Created, updated and modernized documentation; user guides & SOPs
- Performed E2E software testing in preparation for new software updates
- Organized meetings, bringing together users and appropriate subject matter specialists to help diagnose and resolve current issues
- Worked directly with vendor (Deltek) for everyday requests as well as more complex application issues; recommending fixes, diagnostic measures
- Helped resolve employee service disruptions due to API key mismatches

APPLICATION SUPPORT ANALYST

TD Canada Trust - JAN/2021 – JAN/2022

- Provided level 1 support on JIRA tickets for SAP Ariba & Coupa Risk
- Hired alongside new software implementation; quickly became proficient in new software, answered questions for and trained colleagues
- Created end-user job-aid for Ariba program
- Consistently outperformed required 80% SLA target

PERSONAL BANKER

TD Canada Trust - SEP/2016 – DEC/2020

PYTHON TEACHER

Reidmount Discovery School - SEP/2018 – JUN/2019

BUSINESS SYSTEMS' CONSULTANT

Flybits Inc. - JAN/2016 – AUG/2016

- Prepared customized training material and supervised customer training
- Documented UX index and supported customer-software interaction
- Translated customer desires into requirements for development team

EDUCATION

BACHELOR of SCIENCE (Honors) COMPUTER SCIENCE

Ryerson University - 09/2014 – 04/2018

- Member of the Computer Science Course Union