





# ARBIDACI

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

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## SKILLS

### LANGUAGES

SQL  
JavaScript  
HTML & CSS  
Python  
VB Script  
TypeScript  
Bootstrap

### TOOLS

React.js  
WordPress  
DreamWeaver  
Power Platform  
Git & Github  
Microsoft Azure  
Docker  
Jira/ ServiceNow

### CONCEPTS

UI/UX Design  
A/B Testing  
API Management  
Incident & Escalation  
Management  
DNS/Domain  
Management  
Responsive Web Design  
Wireframing & Mockups  
Web SEO & WCAG

## WORK EXPERIENCE

### TECHNICAL SUPPORT ENGINEER (bilingual)

*EnGlobe* - FEB/2022 – Present

#### Key Responsibilities & Achievements

- Conducted and optimized end-to-end testing in different environments, leading to process improvements and decreasing testing time by 20%+
- Created new and updated existing SOPs and training material, leveraging UI/ UX design fundamentals to improve clarity, structure and usability
- Helped implement SSO integration, improving company security and decreasing ticket volume by over 50%
- Facilitated cross-functional meetings to drive knowledge transfer of new technologies and improve overall team performance
- Managed secure credentials, API keys, and related configurations in Azure
- Wrote and validated SQL scripts for database updates and enhancements
- Maintained SLA compliance above 90%, consistently delivering high-quality support and ensuring user satisfaction
- Collaborated with internal teams and vendors to identify, test, and deploy fixes and enhancements to key business applications (Vantagepoint ERP, SafeTapp)
- Drove resolution of critical issues with vendor by relentlessly escalating concerns, initiating meetings, and providing detailed documentation to hold the vendor accountable and expedite action

#### Initiatives & Career Development

- Became lead implementation specialist of the support team for transfer from Azure to Boomi platform, presenting knowledge and delegating roles to support team
- Helped lead-developer to create an AR monthly report that would present total accounts, email success rate, and missing contacts using Python and Docker
- Developed a Microsoft Power Apps app (Power Platform) that was used to streamline application support tasks, quick access to internal support resources, SQL script updates, and Power Automate integration for routing internal requests and formatting standard responses and communications
- Took ownership of the internal risk assessment tracker, engaging with business and tech stakeholders to evaluate and prioritize risks

## LANGUAGES

English  
French  
Albanian

## INTERESTS

Sports  
Cycling  
Calisthenics  
Photography

## APPLICATION SUPPORT ANALYST

*TD Canada Trust* - [JAN/2021](#) – [JAN/2022](#)

- Created end-user job-aid for Ariba program
- Provided support on JIRA tickets for SAP Ariba & Coupa Risk

## BUSINESS SYSTEMS' CONSULTANT

*Flybits Inc.* - [JAN/2016](#) – [AUG/2016](#)

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

## PYTHON TEACHER

*Reidmount Discovery School* - [09/2018](#) – [06/2019](#)

- Taught fundamental programming concepts (variables, loops, conditionals, functions) using Python
- Guided students through building a full 2D RPG game
- Simplified complex logic into engaging, age-appropriate lessons for young learners
- Encouraged creative problem-solving and collaboration through hands-on coding challenges
- Helped students debug and test their game mechanics, animations, and level design features

## EDUCATION

### BACHELOR of SCIENCE (Honors) COMPUTER SCIENCE

Ryerson University - [09/2014](#) – [04/2018](#)

- Member of the Computer Science Course Union
- Head of the Albanian Student's Association