



# Kostaq Cipo

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## Resume Summary

**IT Programmer Analyst** experienced in various programming languages and platforms, system analysis and design with expertise in object-oriented software development using Java C, C++ and .NET.

**IT Project Manager** with expertise in developing and implementing projects according to PMI Standards.

## Core Technical Skills

- ✓ **Programming Languages:** Java, C, C++, Visual Basic, .NET (C#, VB.NET, ASP.NET).
- ✓ **Development Tools:** MS Visual Studio, NetBeans, Eclipse, Toad, Dreamweaver etc.
- ✓ **Methodologies:** Agile, Scrum, SDLC
- ✓ **Database Platforms:** Oracle, SQL Server, MySQL, etc.

## EDUCATION

### **B.A. Programmer Analyst**

CDI College of Business & Technology, Calgary, Alberta - 2002

### **M.Sc. English & American Language and Literature**

University of Tirana - 1991

## CERTIFICATIONS

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|--------------------------|--|
| Microsoft MSN, Vancouver | ✓ <b>Certified Microsoft Engineer</b>                                      |
| SITA, London             | ✓ <b>e-Ticketing Systems Expert</b>  |
| USAID, Tirana            | ✓ <b>PMP Certificate Level I</b>   |
| ALBtelecom, Albania      | ✓ <b>SAP Convergent Charging Systems Expert</b>                            |
| Vodafone Albania         | ✓ <b>Budgeting (Harvard Management Mentor)</b>                             |
| Vodafone Albania         | ✓ <b>SSCH Business Continuity Management</b>                               |
| Vodafone Albania         | ✓ <b>Finance Essentials (Harvard Management Mentor)</b>                    |
| Vodafone Albania         | ✓ <b>Feedback Essentials (Harvard Management Mentor)</b>                   |
| Vodafone Albania         | ✓ <b>Anti-Bribery Compliance Training (DWR)</b>                            |
| Vodafone Albania         | ✓ <b>Customizing and Sharing Projects in Microsoft Project 2010 - 2013</b> |
| Vodafone Albania         | ✓ <b>Advanced Skills in Microsoft Excel &amp; Access 2010 – 2013</b>       |

## LANGUAGES

English, Italian, French, Spanish

## PROFESSIONAL EXPERIENCE

### ICT Programme Coordinator

September 2016 - Present

Adriapol Institute – Innovation Hub Tirana

[www.adriapol.al](http://www.adriapol.al) / [www.innovationhub.al](http://www.innovationhub.al) /

<http://incubator.al>

### Lecturer

“Marin Barleti” University – Tirana, Albania

[www.umb.edu.al](http://www.umb.edu.al)

- The project’s objective is to promote and support the social inclusion and sustainable employment programmes for young people by enhancing their active involvement both in the ICT entrepreneurship, as well as in creative, innovative and competitive actions through capacity building, partnership development and growth of entrepreneurial activity, start-ups and SMEs.
- The Innovation HUB intends to change the actual situation by creating an incubator with the goal to enable the innovation community to develop market accepted ideas that have scalable commercial potential by fostering collaboration among the SMEs and ICT innovative people and by introducing business and financing expertise to through training, coaching, and pitching.

### Technical Analyst

January 2016 – September 2016

Vodafone

- Managing the commission process, commercial demands, CALLIDUS (Commission System) technical requirements;
- Ensured all agreed timelines are followed, and all data is validated and managed according to company commercial plans & tariffs;
- Big Data analysis;
- Supported the Global strategy through the continuous improvement of the process and standardization of transaction activities.

### Software Developer

February 2015 – August 2015

Aleat Sh.p.k., Tirana

- Java software development using object oriented and Agile methodology;
- Reviewed business requirements working with cross- functional teams;
- Developed and enhanced software systems in accordance with design and consistent with business objectives;
- Ensured that development is completed within time line;
- Ensured that solutions being developed are effective and take into consideration performance implications for a production environment;
- Conducted code and design reviews and analysis for development initiatives.

### IT Consultant / Programmer

September 2013 – February 2015

Project Management, IT Consulting and Programming for various projects and companies.

**SAP CC / CI Developer**  
**Telus / TelcoCell - Toronto, Canada**

**January 2013 - August 2013**

- Overviewed of the Configurations, Configuration of the Technical Features;
- Configured the Business Features;
- Configured the Master Data for the Service Provider;
- Configurations used for the Integrated Scenarios;
- Configured the User Interfaces and the Import/Export Connector (IEC) Settings for scenarios Order-to-Cash End-to-End Process;
- Used Java APIs for communicating with the Core Server, the BART Server for implementing offline charging business services and for customizing an Import/Export Connector (IEC) of SAP CC.

**SAP CC / CI Developer**  
**ALBtelecom - Eagle Mobile, Tirana**

**September 2011 - January 2013**

- The objective of this project was to provide ALBtelecom and Eagle Mobile with joint OSS/BSS solutions encompassing charging, rating and billing, as well as integrate into OSS/BSS environment consisting of SAP ERP, SAP CRM, SAP BW, and other non-SAP and service fulfilment components;
- Focused on the SAP Convergent Charging implementation, integration and configuration;
- Unit and UA Testing.

**IT Manager**  
**Mr. Bricolage, Tirana**

**May 2009 - September 2011**

- IT Project Management and systems' implementation;
- Designed and defined the IT systems of Mr. Bricolage's DIY store;
- Mapped business processes to IT Systems.

**Head of Data Processing Unit**  
**Albanian Post, Tirana**

**May 2008 - April 2009**

- Managed and organized the Data Processing Department team;
- Defined system requirements and technical specifications;
- Developed new functionalities and features of the software systems.

**e-Ticketing/ e-Booking Project Manager**  
**Albanian Airlines, Tirana**

**August 2006 - May 2008**

- Managed the implementation of the e-Ticket and e-Booking systems for Albanian Airlines;
- Implemented the e-Ticket system within the required deadline and budget.

**Tech Support Engineer - Programmer**  
**RMH International, Vancouver**

**September 2002 - August 2006**

- Provided technical support to Microsoft and MSN corporate customers in the United States and Canada;
- Participated in the internal MSN programming team to develop new technical support systems and MSN ISP (MSN 8) systems.

## PUBLICATIONS AND MEMBERSHIPS

- Author of the book "**Menaxhimi Projekteve Informatike - Praktikat më të mira**", published on Amazon.com: <http://www.amazon.com/dp/B00M3HFFPI>
  - Article Writer for IT Security Magazines and Blogs.
  - Member of the Ubuntu Albania Team.
  - Founding member of AITA – Albanian Information Technology Association.
    - <http://www.aita-al.org/>
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