Baftjar Tabaku

Nationality: Albanian   **Date of birth:** 27/07/1998   **Gender:** Male

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ABOUT ME

Integration/Cloud Ops | Enterprise Integration Developer
Highly skilled in developing, supporting, and optimizing integration solutions for seamless system connectivity and performance. With a strong foundation in computer engineering since 2016, I possess a proven track record of delivering efficient, scalable, and impactful outcomes that enhance system functionality and operational flow.

WORK EXPERIENCE

Software developer

Pragmatic Software [15/11/2019 – 09/01/2020]

City: Tirana | **Country:** Albania

C# programming training internship

Tibco Developer Training Internship

Lufthansa Industry Solutions [19/02/2020 – 17/09/2020]

City: Tirana | **Country:** Albania

Tibco Developer training internship

Integration Developer

Lufthansa Industry Solutions (External Hamburg Süd - Maersk) [21/04/2021 – 30/09/2022]

City: Tirana | **Country:** Albania | **Business or sector:** Information and communication

- Worked within the software development industry to configure interfaces and onboard new partners, optimizing system integration.
- Developed and updated code to meet evolving business requirements and improved data exchange via EDI and TIBCO releases.
- Utilized monitoring tools (Kibana, Instana, Datadog) to ensure system performance and resolve any issues.
- Contributed to interface maintenance and data transformation through .xslt map updates.

Technologies:
- Tibco BW, Tibco Messaging, Datadog, GitLab (CI/CD), XSLT/XPath, Oracle SQL Developer, XML, Argo, NJams

Integration Ops

Lufthansa Industry Solutions (External Hamburg Süd - Maersk) [01/09/2022 – Current]

City: Tirana | **Country:** Albania

- Lead the configuration of new partners in Tibco BC, including cabotage setups, and developed solutions based on detailed requirements.
- Supported EDI and TIB releases, addressing both operational and development needs.

- Utilized monitoring tools (Kibana, Instana, Datadog, Grafana, Prometheus) to ensure system health, performance, and troubleshooting.
- Managed crucial GitLab and GitHub repositories, ensuring timely and effective merge requests.
- Deployed and maintained Tibco BC test and production environments, automating tasks through Kubernetes cron jobs.
- Developed and maintained Confluence documentation for new solutions, issue resolutions, and best practices.
- Handled on-call responsibilities, providing 24/7 support for production and testing environments.
- Continuously explored and implemented new tools and technologies to improve operational efficiency.

Technologies:
- Tibco BW, Tibco Messaging, Datadog, Grafana, Prometheus, GitLab, GitHub, Jenkins, Docker, Kubernetes, Argo CD, Oracle SQL Developer, XSLT/XPath, GEMS

2nd Level Support Ops

Lufthansa Industry Solutions (External Volkswagen) [09/04/2024 – 31/01/2025]

- Utilized SC3 incident management tool for incident and change creation, tracking, and resolution.
- Collaborated with 3rd level support for incident escalation and resolution follow-up.
- Ensured system monitoring aligned with customer requirements and standard operating procedures (SOPs).
- Managed on-call 24/7 service, ensuring quick resolution of critical issues.
- Supported system architecture maintenance through Jira tasks and custom requests, following SOPs.
- Worked cross-functionally with teams, addressing issues, providing solutions, and updating processes.
- Conducted knowledge transfer sessions for new team members and facilitated handovers for Volkswagen colleagues.

Technologies:
SC3, AWS, Confluence, Jira

EDUCATION AND TRAINING

Bachelor in Computer Engineering

Epoka University [10/10/2016 – 07/2019]

Address: Rr. Tiranë-Rinas, Km. 12 Tirana, Albania, 1039 Tirana (Albania), (Albania) | **Website:** www.epoka.edu.al

M.Sc in Computer Engineering

Epoka University [14/12/2019 – Current]

Address: Rr. Tiranë-Rinas,Km. 12,Tirana, Albania, Tirane (Albania) | **Website:** www.epoka.edu.al

LANGUAGE SKILLS

Mother tongue(s): Albanian

Other language(s):

Italian

LISTENING B1   **READING** B1   **WRITING** B1

SPOKEN PRODUCTION A2   **SPOKEN INTERACTION** A2

English

LISTENING B2   **READING** B1   **WRITING** B2

SPOKEN PRODUCTION B2   **SPOKEN INTERACTION** B1

German

LISTENING A1   **READING** A1   **WRITING** A1

SPOKEN PRODUCTION A1   **SPOKEN INTERACTION** A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Technical Proficiency / Problem Solving Skills. ... / Cloud-computing / DevOps practices / Data Science | Data Collection, Data Processing, Data Analysis, Data Visualisation / continuous learning / Security awareness / Teamwork & collaboration / Adaptability and responsibility

DRIVING LICENCE

Driving Licence: B1
Driving Licence: B
Driving Licence: BE

ORGANISATIONAL SKILLS

Organizational Skills and Teamwork
- **Organizational Excellence**: Gained robust organizational abilities by actively engaging in diverse team projects and events in academic and community contexts.
- **Efficiency & Responsibilit**y: Demonstrated an adept ability to handle assigned tasks and roles efficiently and responsibly, ensuring deliverables are met timely.
- **Teamwork Proficiency**: Acquired valuable teamwork skills contributing significantly to successful collaborative efforts across all endeavours.

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and Interpersonal Skills
- **Effective Communicator:** Skilled at conveying complex technical information in a clear, concise manner, ensuring understanding across diverse teams and stakeholders.
- **Collaboration and Teamwork:** Highly adept at working with cross-functional teams, fostering a collaborative environment that enhances problem-solving and drives project success.
- **Active Listening and Empathy:** Strong ability to listen actively and empathetically, enabling efficient conflict resolution and the building of positive, productive relationships.
- **Adaptability:** Flexible in adjusting communication styles to fit diverse audiences, promoting clarity and understanding in any context.
- **Documentation and Reporting:** Experienced in creating technical documentation, reports, and presentations that convey key information in an accessible and professional manner.

JOB-RELATED SKILLS

Job-related skills

- **Analytical Proficiency**: Exhibit logical thinking and advanced quantitative abilities, coupled with abstract and formal reasoning, to break down and solve complex problems efficiently.
- **Multitasking**: Proven ability to handle multiple tasks simultaneously, ensuring quality and timeliness in fast-paced tech environments.
- **Technical Aptitude**: Demonstrated knowledge of programming languages, operating systems, and system architectures, complemented by my proficiency in developing and testing software applications.
- **Data Analysis**: Expertise in interpreting statistical data, driving informed decisions and optimizing processes.
- **Detail-oriented**: Commitment to detail in coding, system design, and maintaining documentations, contributing to the overall quality and reliability of tech solutions.
- **Problem-Solving**: Strong research and problem-solving skills, consistently finding innovative solutions to technical challenges.