Fitore Hoti

Software Engineer

Contact

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E-mail
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Skills

Quality assurance Testing (Test Planning, Acceptance Testing, Regression Testing)

Very Good

T-SQL

Very Good

Linux

Very Good

Python (Programming Language)

Good

SAP Convergent Charging

Very Good

Roaming TADIG Engineer

Very Good

Project Management

Experienced on Business Support System Engineer with over 15 years of experience in telecommunications. Excellent reputation for resolving problems and improving customer satisfaction. Committed to improving system design and operations for reliable workflow management.
To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2018-01 - Current

Business Support System Engineer

IPKO Telecommunications, Prishtina, Kosovo

- Collaborates with product managers, product owners, and technical team to develop test strategies and test plans.
- Understand the manual of testing practices to support developing manual test scripts, test cases and/or test scenarios, in assisting with planning and creating test data as it relates to each test phase
- Execute quality assurance and testing activities for various types of testing such as integration testing, functional testing, regression testing, unit testing, load testing, performance testing and accessibility testing
- Communicate test results regularly through reports that summarize test completion and defects found
- Help with the implementation of the project technical testing strategy and methodology.
- Evaluate test results against acceptance criteria to determine successful completion of the sprint increment
- Support segment tasks on providing the answers to clients by identifying problems, researching answers, guiding clients through corrective steps.
- Coordinate efforts with other teams and teammates to resolve issues quickly.
- Perform root cause analysis for each issue, escalating as necessary.
- Support and maintains more complex implementations of business support platforms.
- Assist/coach junior colleagues

- Investigate, report and solves application problems.

2007-09 - 2017-12

Value Added Services Engineer

IPKO Telecommunications, Prishtina, Kosovo

- Worked cross-functionally within organization and external partners, integrators and vendors.
- Developed, designed, deployed and integrated systems and networks.
- Developed process improvements to increase reliability and equipment performance.
- Escalated and re-produced problem to internal development sources to reach solution.
- Analyzed and evaluated performance and optimized efficiency.
- Analyzed, troubleshot and diagnosed problems and provided prompt repair and solutions.
- Systems administration, troubleshooting, maintenance and configuration.
- Responsible on hardware and software maintenance on Value Added Nodes
- Prepare reports including weekly reports for management and incident reports as required.
- Monitor & control of security & all access on the Value Added Platforms.
- Manage all software upgrades and service changes to existing systems.

Education

2001-09 - 2009-09

Bachelor's Degree: Telecommunications Engineering

Faculty of Computer Sciences - University Of Prishtina, Kosovo

2011-09 - 2019-12

Master's Degree: Information Technology - Project Management

ILIRIA College, Higher Education - Prishtina, Kosovo

Trainings & Certifications

2007-09

Training - AXE Survey - Ericsson Nikola Tesla

2009-04	Training - Ericsson Multi Activation (EMA) Operation and User Provisioning – Ericson training at Kista Stockholm
2008-01	Certified - Fundamentals of UNIX - AUK Kosovo
2009-09	Training - GSM Signaling in the Core Network - Ericsson
2012-06	Training - MySQL and PHP - Developing Dynamic Web Application
2018-09	Training - SAP Convergent Charging
2020-09	Training - International Project Management Preparatory Program CAPM & PMP Certification
2022-09	Training - T-SQL - AUK Kosovo
2022-10	Training - Python (Programming Language) - ICK Kosovo