

# Erik Shapka

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## EDUCATION

**University of South Florida**  
*Bachelor of Science, Computer Science*

**Tampa, Florida**  
*Graduation Date: May 2026*

## TECHNICAL SKILLS

**Languages:** Python, C, C++, PHP, Javascript, HTML/CSS, SQL

**Tools/Frameworks:** Github, Figma, MySQL, Linux, Microsoft Office

## WORK EXPERIENCE

### SUBCOM, S.R.L

*Software Developer*

**Milano, Italy**

*May 2024 - Aug 2024*

- **Developed** and tested software features and solutions by utilizing Python and PHP, achieving a 20% reduction in response times while executing over 50 automated test cases to enhance system stability and reliability.
- **Collaborated** with cross-functional teams on code reviews and technical documentation, contributing to the completion of network infrastructure projects that improved overall project delivery timelines by 15%.
- **Assisted** in troubleshooting and debugging processes, successfully decreasing software error rates by 30% across multiple applications, resulting in enhanced user satisfaction tracked through a feedback survey of over 1,000 users.

### Saint Leo University

*IT Department Front Desk Assistant*

**Saint Leo, Florida**

*Aug 2021 - May 2022*

- **Diagnosed** and resolved over 100 technical issues with laptops and school devices within a single academic year, achieving a 95% satisfaction rate among students and staff through effective troubleshooting techniques.
- **Executed** routine service and maintenance on more than 200 school hardware units weekly, resulting in a 40% decrease in device malfunctions and ensuring optimal performance across all classrooms.
- **Streamlined** the ticketing system for tracking support requests, which improved response times by 60%, leading to an increase in overall efficiency of IT services provided to students.

## PROJECT EXPERIENCE

### Subcom

*Turkish Airlines Pilot Management*

**Milano, Italy**

*May 2024 - Jul 2024*

- **Developed** a pilot training management feature using PHP and MySQL, streamlining backend processes and reducing training and scheduling time by 33%, enhancing overall efficiency
- **Integrated** dynamic front-end features using PHP and HTML/CSS, resulting in a 20% reduction in delay times and improved user interaction
- **Collaborated** with a team of 4 to design and implement a user-friendly interface, ensuring a reliable product that met user needs and increased satisfaction by 15%

*Personal Portfolio*

*Mar 2024 - Apr 2024*

- **Designed** and **developed** a personal portfolio website using HTML, CSS, and JavaScript, achieving a 100% increase in online engagement and showcasing technical skills to potential employers
- **Implemented** interactive features such as dynamic project displays and a contact form, enhancing user experience and increasing visitor interaction by 30%
- **Optimized** website performance, reducing loading times by 50% and ensuring full mobile responsiveness, leading to a 40% improvement in mobile user retention rates

*Sports Booking Website*

*Nov 2023 - Feb 2024*

- **Designed** and **developed** a user-friendly sports booking webpage using HTML, CSS, and JavaScript, enabling users to reserve their favorite sports venues, resulting in a 30% increase in online bookings within the first month
- **Implemented** responsive design techniques, ensuring seamless access across devices, which improved mobile user engagement by 20%

## LEADERSHIP EXPERIENCE

### Blue Galaxy SH.P.K

*Co-Founder & COO*

**Tirana, Albania**

*Jun 2020 - Present*

- **Spearheaded** operational strategies for a consultancy agency, achieving a 40% increase in client retention rates while managing a portfolio of over 50 small to medium-sized businesses.
- **Streamlined** processes and implemented innovative project management tools, resulting in a decrease of project delivery times by 30% and boosting overall team productivity by 25%.