Yll Shillova

Software Engineer

Software Engineer with three years of experience building and operating production systems, specialized in airline software: booking engines, seat allotment and inventory, PSS integration and business intelligence. Leads projects on legacy and new systems alike, from re-engineering a legacy booking engine in modern .NET to owning the Azure infrastructure it runs on, with a track record of revenue-impacting features rolled out safely and measurably.

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WORK EXPERIENCE

Software Engineer

XToka

01/2025 – Present

- Project lead and sole engineer of a **tour-operator allotment system** for a Swiss charter airline: seat allotments and pools, price exports, booking imports and inventory sync with the airline's PSS.
- Designed and delivered a **priority-driven seat distribution algorithm** that reallocates unsold pooled allotments on nearly-full flights. After go-live, last-minute sales **doubled**, capture rate of remaining seats rose **from 55% to 76%**, and sold-out departures **quadrupled** year over year. Released gradually with instant rollback and **zero disruption to ongoing sales**.
- Designed and built the **integration with the airline's new PSS** end to end, from the API contract with the PSS vendor to two-way inventory sync.
- Core engineer on the rewrite of a **legacy .NET Framework booking engine** into a **new booking engine** and future PSS (.NET 9, React), using a **strangler-pattern migration** with strict behavioral parity, including 20 scheduled **background jobs** verified against the legacy system.
- Project lead on a **BI dashboard for airlines**; designed and built its **Flight Assistant** module for price advice on every open flight.
- Own and operate the company's **Microsoft Azure infrastructure** (App Services, WebJobs, VMs with IIS, Application Gateway, Key Vault, DNS), including access management and automated TLS certificate renewal.
- Built the **development and test environments in Azure** from scratch as sole owner: subscription, resource groups, VMs and Application Gateways.
- Maintain the **Azure DevOps CI/CD pipelines** and run production releases; set up pre-production pipelines targeting Kubernetes.
- Improved platform reliability with **production monitoring and alerting**, and with distributed caching and locking (Redis, FusionCache).
- Present results to **executive stakeholders** at the client and run workshops for non-technical client audiences.

Software Developer

Splendr

10/2023 – 01/2025

- Delivered full-stack features with .NET and React across client projects, mainly a **logistics platform**, and digitalization projects for the **Kosovo Judicial Council**.
- Improved application performance by optimizing APIs and frontend rendering, and defined backend development standards for the team.

EDUCATION

Bachelor of Computer Science and Engineering

UBT – University for Business and Technology

10/2021 – 10/2024

SKILLS

Backend: C#, .NET 5–10, .NET Framework, ASP.NET Core, Entity Framework Core, MediatR, REST and SOAP APIs

Database: SQL Server, Azure SQL (T-SQL, stored procedures, query performance)

Cloud & DevOps: Microsoft Azure (App Services, WebJobs, VMs, Application Gateway, Key Vault, Application Insights), Azure DevOps CI/CD, IIS, Git; exposure to Docker and Kubernetes

Frontend: React, TypeScript

Messaging & Jobs: RabbitMQ, Hangfire, background services, scheduled jobs (cron)

Airline Domain: Booking engines, seat inventory and allotments, tour-operator distribution, fare classes and pricing, PSS integration, payments

Practices: Legacy modernization, application architecture, canary releases, AI-assisted development (Claude Code), Agile / Scrum

HIGHLIGHT PROJECTS

Priority-Driven Seat Distribution

Live on all flights of a charter airline since May 2026: 2× last-minute sales on near-full flights, 4× sold-out departures, capture rate 55% → 76%.

PSS Integration

Keeps the airline's new PSS and its tour-operator allotments on one seat inventory: seat sales stream in, booking-class updates flow back, with reconciliation and monitoring built in. Switching PSS becomes a configuration change.

Flight Assistant

Shows revenue managers where a price change earns the most: ranked, explained advice for all upcoming flights, refreshed in real time.

LANGUAGES

Albanian	*Native*
English	*Full Professional*
Turkish	*Full Professional*
German	*Limited Working*