PERSONAL INFORMATION Armend Kelmendi

Ulpiana D1 9/7, 10000 Prishtina (Kosovo)

+38344117192

armend.ke@gmail.com

Sex Male | Date of birth 4 Jul 1976 | Nationality Albanian

JOB APPLIED FOR

WORK EXPERIENCE

1 Apr 2012–Present **Sales Manager & Sales Officer**

NTP "BLERI", Prishtina (Kosovo)

position: Retail and wholesale manager

tasks:

- preparation of orders for purchase of equipment and spare parts, preparation of payments
- preparation of contracts and invoices for customers, follow up on payments of customers
- dealing with costumers (site visits, identification of their needs, advisory services, preparation of purchase plan for the customers), preparation of orders for pick up, preparation of shipments, delivery of orders
- handling of imports of shipments and maintenance of shipment records and stock of items in the shop
- leading of all administrative work regarding the shop

Business or sector Wholesale shop, Refrigerants

11 Nov 2011–1 Sep 2015 **IT-Technician**

Danish Refugee Council, Prishtina (Kosovo)

- Network maintenance of DRC, maintenance of active equipment (switch, routers) Server
- Installing operating systems and software necessary to editorial computers and servicing of these computers,
- (spare parts) etc.

Business or sector NGO, HQ

1 Nov 2010–1 Apr 2012 **IT-Technician**

Koha Ditore, Prishtina (Kosovo)

- Installation of power and network cables and network cards and configuration to the users facilities.

- Maintenance of these installations, their improvement or changes of equipment at Koha's facilities.

- Network maintenance of Koha Ditore and Kohavision, maintenance of active equipment (switch, routers, wifi routers and printers)
- installing operating systems and software necessary to editorial computers and servicing of these computers,
- Maintenance of company's web pages. Etc

Business or sector Koha Group, Press, IT sector

1 May 2006–1 Aug 2010   Payment Officer – International payment department and operations

ProCredit Bank – Head Office

Boulevard Mother Theresa Nr.16 Prishtina, Prishtina (Kosovo)

- Initiate, prepare and review the financial transactions for charges related to incoming and outgoing payment orders under payments details for SWIFT
- Monitoring of "Approved" and "Not approved" payment orders from SWIFT
- Dealing with problematic "Not Approved" payment orders from SWIFT - identifying the cause of the problem and resolving the problem (individually and in cooperation with responsible financial officers from other banks)
- Draft documents linked to financial operations (payment orders, recovery orders, debit notes) linked to SWIFT system
- Filling and archiving of all incoming and outgoing financial transactions related to SWIFT
- Support to treasury department of the bank in their financial transactions with other banks in Kosovo and abroad
- coordination of other SWIFT payment officers
- ensuring coordination and professional support to all ProCredit banks client advisors, solving the problems arising when they were preparing outgoing payments
- exchange of information with other departments in ProCredit related to SWIFT payments

Business or sector Financial activities

1 Mar 2000–1 Mar 2006   Translator, Interpreter & Administrative Assistant

UNMIK CIVPOL North Police station, Prishtina (Kosovo)

- Entering of data linked to UN/Police cases in the Police database and ensuring the quality of data entered
- Translation of written reports, memos and various legal correspondences between Station Commander and Local Courts
- Interpreting in briefings, meetings, site visits and during the patrol for various cases
- Monitoring of the radio base, responding to and dispatching of units when needed
- support to Police IT department through on the job training and advice in order to allow them to start function independently

Business or sector United Nation

EDUCATION AND TRAINING

1 Oct 2011–1 Jun 2015   Diploma

University College "Universum", Prishtina (Kosovo)
http://universum-ks.org/

Business and Management

1 Oct 1995–Present   University of Prishtina "Civil Engineering,, Prishtina (Kosovo)

Civil Engineering - High Constructions

8 Mar 2021 - Present   ICT Certifacate Web Development
ICT Prishtina, (Kosovo)
https://e.ictkosovo.eu/

Web Developiment

HTML, CSS, Javascript, IT Project Menagment

1 Sep 2010–1 Feb 2011   Certificate, CCENT, CCNA2 ,3 ,4
Cacttus,, Prishtina (Kosovo)
http://www.cacttus.com/
Cisco Networking CCENT, CCNA2 ,3 ,4.

Networking for Home and Small Businesses, Working at a Small-to-Medium Businesses or ISP,

Introducing Routing and Switching in Enterprise, Design and supporting Computer Networks, Network

Fundamentals, Routing Protocols and Concepts, LAN Switching and Wireless, Accessing the WAN,

CCNA Security.

1 Dec 2006–1 Dec 2007   Diploma in PDP Professional Development Program
AUK University, Prishtina (Kosovo)
http://auk.org/tdi/

Management, Professional Development Skills, Management concepts and
implementations, Organisational behaviour, Critical thinking and decision making,
Managerial ethics, Total quality management, Human resources management

PERSONAL SKILLS

Mother tongue(s) Albanian

Foreign language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
English				
C2	C2	C2	C2	C1
Serbian				
C2	C2	C1	C1	C1
Croatian				
C2	C2	C1	C1	B2
Turkish				
B1	B1	B1	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Communication skills Friendly and highly motivated, very good organizational, interpersonal and communication skills, dynamic and positive personality, continuous learner and goal-driven

Organisational / managerial skills Highly structured with focus on priorities and deadlines set. Always focused on tasks and have great knowledge in planning. Commitment to problem solving in difficult situations and capable of handling stressful situation with professionalism

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Microsoft Office (word, Access, Excel, PowerPoint) and extensive experience in HTML Microsoft outlook.

Driving licence AM, A, B, BE