



## EDUCATION

### Computer Science & Engineering UBT College

09/2022 - Present

Prishtina

### Shkencat Matematikore Shkolla e mesme "Sami Frashëri"

09/2019 - 06/2022

Prishtina

## COMMUNICATION

### Skills and Competences

- Able to plan my own work, to work effectively under stress and prioritize multiple tasks within tight deadlines, good client service skills, ability to see things from the client's point of view, identify client's needs and match them to appropriate solutions.

## WORK EXPERIENCE

### Support Staff Manifesta 14

07/2022 - 10/2022

Prishtina

*Manifesta, the European Nomadic Biennial, changes location every two years. Founded in the early 1990s, Manifesta rethinks the relation between culture and civic society, investigating and instigating positive social change through contemporary culture in response to, and in close dialogue with, the social sphere of the Host City and its communities.*

#### Achievements/Tasks

- Multitasking, time management
- Inform the visitors about Manifesta 14 Prishtina
- Help the visitors find Manifesta 14 Prishtina venues
- Hand out posters and brochures to members of the public
- Recording feedback of the visitors for each venue
- Small tasks, such as watering plants and caring for visitors

### Support Staff PriFest -Prishtina Film Festival 13

09/2022

Prishtina

*Prishtina International Film Festival (PriFest) happens in the capital of newest country in Europe, Kosovo, in Balkans every year in September.*

#### Achievements/Tasks

- Providing customer service and front-of-house assistance by managing lineups
- Providing a positive, friendly atmosphere for guests
- Introducing each film to guests
- Assist with crowd control

## SKILLS

Networking Basics Canva Microsoft Word

PowerPoint Excel Strong research skills

Grammar and Vocabulary

Creating original and creative content

Adaptability to different writing styles

Analyze the competition

Know the customer's pain points

## CERTIFICATES

### Network Administrator Program. KODE Project/Xpert Technologies Academy (11/2022 - Present)

*Program offers theoretical and practical lessons covering Network Administrator tailored made curricula. Hands-on experience with real customers in live environment and laboratory activities.*

### Champion of Kosovo and Europe in Taekwondo (2011 - 07/2022)

*Taekwondo is a popular Korean martial arts that is focused primarily on kicks and punches & strikes. Taekwondo has been a major part of my life for the past 11 years. Fortunately, I was blessed with a great instructor who became a friend and mentor. Taekwondo became a way of life for me. It was not only fun and a great workout but became a greater, larger learning experience. As I progressed through the ranks, I became more enamored with Taekwondo and soon started going to as many classes as possible. I loved the competition as well.*

## LANGUAGES

English

*Full Professional Proficiency*