

Artan Zeka

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Objective - A highly motivated, energetic and experienced administrator is seeking a supervisory position which would utilize my demonstrated abilities in leadership and offer potential for growth. Proven and demonstrated background in operations, finance, government reporting and compliance, sales, communication, organization, and administration.

Work Experience

Operations Manager / Service Manager – Feb.14 – Feb.15 Automotive Management Services - Kabul, Afghanistan

- As Operations Manager / Service Manager I was responsible to assist General Manager with tasks that will ensure the efficient daily operations of Workshop/Site, also directly responsible for team of service advisors and monitoring of QC Department. Managing portfolio of 60 customers and their fleets, managing and preparing estimates for customer's vehicles, preparing daily, weekly reports for vehicles maintenance.
- Responsible to assist with the Administrative duties of the site to accurate record of the site's parts inventory on company systems, such as, but not limited to, SCMS, Helios, etc.
- Responsible of successful implementation of a Quality Control Program to ensure adherence to the following plans and associated SOP's: Health and Safety, Hazmat Control, Quality Control and Training, also ensures a clean and orderly workshop to promote a safe working environment.
- Reports to the Site Manager on daily accomplishments and activities of the designated site.

LOGCAP Work Experience

Operations Specialist, Senior – Nov.10 – Aug.13 – Fluor International, LOGCAP, Afghanistan

- As Senior Operations Specialist review, compile and present a variety of operational and situational reports supporting Fluor's LOGCAP Mission. These reports and presentations include Performance Evaluation Board (PEB) data, various SitRep reports, personnel/accountability reports, housing reports, O & M "Snapshots", and operational overviews. My reports are always timely and accurate, greatly facilitating the flow of information between my assigned camp and the AO (Area of Operation), as well as between FGG and the client or customer. This enables FGG (Fluor Government Group) to put forth the best presentation possible during its key meetings with the government or military, such as the critical PEB evaluations where our company's level of compensation is determined.
- My abilities and success have been recognized by my superiors as evidenced by the two promotions I have received over the past 18 months.
- Act as the contact person for the Operations Department at Camp Marmal, as well as the entire northern Afghanistan regional AO. During this time Operations has never received any CARs (Corrective Action Request) or any other type of negative finding from the DCMA (US government compliance auditors).
- Serve as AO Supervisor for extended periods during my assignments at Camp Spann. During these times I not only complete my OPS duties, but assume the various duties and responsibilities of the AO supervisor, as well. Those duties include overseeing the

- daily activities of all the Operation Cells in the regional AO which includes five camps.
- Served as sites' AirOPS specialist. Coordinated all travel for camp team members with Country AirOPS and the military to ensure the requirements of the mission and our employees' needs are met and all corresponding reports are accurate and timely.

Other Work Experience

Card Business Sales Officer – Sept. 2006 - Nov. 2010 - ProCredit Bank – Pristina, Kosova

- As the card sales officer in Kosovo's largest bank, was responsible for achieving sales targets to maintain and increase market share in terms of cards and merchant activity in the area of my responsibility, which included the country's four largest cities. I had much success during my time as primary Sales Officer as evidenced by increases in POS and credit card sales of roughly 50% every single year.
- I accomplished these dramatic increases by:
 - Used accounting training to track and measure trends in the company's marketplace
 - Organizing promotions or assisting on promotions organized by branches,
 - Assisting new merchants in the acquisition and placement of POS (Point of Sale) Terminals,
 - Responsible for the training and development of Regional Sales Officers regarding POS Merchants acquisition and sales of new cards
 - Responsible for Training of Front Office staff upon launching of new or upgrading products and services under Card Business Unit responsibility
 - Developed recommendations and proposals based market situations
 - Reinforce brand identity in branches by signage, displays or media usage
- Reported to the Head Office either directly or via reports regarding market situations or specific information concerning the branches themselves and the head office

Sales Manager – Oct. 2004 to Sept. 2005 - Silk Trade – Pristina, Kosova

- Sales Manager at Silk Trade, one of the country's largest importer and distributors of household supplies and office products. As such was responsible for finding new suppliers and maintain the established vendors, as well.

Skills

- Native Albanian, also fluent in English (both written and oral), as well as Serbian, Bosnian, and Macedonian
- Accounting, Bookkeeping, Compliance
- Very proficient in all Microsoft applications (Excel, Word, Powerpoint, etc.)

Education and Training

- Graduated in Economy Faculty at University of Prishtina on December 2005, branch Management
- First level of Financial Accounting September 2004
- Second level of Financial Accounting October 2004
- Branch Staff Training from VISA Business School CEMEA July 2008
- Activation & Usage from VISA Business School CEMEA July 2008
- Optimizing your Acquiring from VISA Business School CEMEA July 2008

References available upon request