




Kevin Koltraka

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europass

ABOUT ME

A third year student at UBT University, looking forward to the start of my professional career.
Eager to learn and work with different technologies, always motivated to do my best.

WORK EXPERIENCE

13/07/2024 – CURRENT Tirane, Albania

● **Web Development Course** Software Development Academy (SDA)

Knowledge base JavaScript from scratch
-Basics of HTML and CSS
-Basics of programming in JavaScript
-GIT
-CSS Preprocessors
-CSS frameworks and RWD
-Basics of working with designs
-Structural programming in JavaScript
-Object - oriented programming in JavaScript
-Differences between frontend and backend
-Clean code and good practices
-Advanced HTML and CSS
-Advanced Elements of JS
-CMS
-Development Tools
-JavaScript Frameworks
-Testing

23/05/2024 – 16/08/2024 Tirane, Albania

● **Customer Support / Ticket Management** Transcom Albania

Key Responsibilities:

- Managed and resolved customer inquiries using [Ticketing System Zendesk], ensuring timely and accurate issue resolution.
- Provided step-by-step troubleshooting and guidance to customers.
- Collaborated with cross-functional teams to escalate and resolve complex technical issues.
- Maintained regular communication with customers, providing updates and ensuring their satisfaction throughout the support process.
- Monitored performance metrics such as response times and resolution times, consistently meeting or exceeding set targets.
- Documented recurring issues and solutions in a knowledge base, improving efficiency and reducing ticket resolution time.
- Collected and analyzed customer feedback to identify trends and contribute to continuous improvement initiatives.

Key Achievements:

- Reduced average ticket resolution time.
- Achieved a customer satisfaction rate through effective communication and problem-solving skills.
- Successfully handled a high volume of tickets, managing up to 70-80 tickets per day while maintaining quality support.

01/07/2023 – 30/04/2024 Tirane, Albania

● **Tagging Department Worker** Virtual Albania

- Tagging digital inventory items with identifying information.
- Updating and maintaining databases or systems to reflect the tagged information.
- Generating metadata for content or items to enhance searchability and accessibility.
- Adding descriptive information that aids in the proper categorization and understanding of the tagged items.
- Verifying the correctness of tags applied and correcting errors as needed.

- Ensuring that tagging processes adhere to established standards and guidelines.
- Collaborating with other departments to understand tagging requirements and specifications.
- Communicating effectively with team members to ensure consistency in tagging practices.
- Participating in process improvement initiatives to enhance tagging efficiency and accuracy.
- Providing feedback on tagging tools and processes for ongoing refinement.

01/04/2023 – 30/06/2023 Tirane, Albania

● **Salesperson** Alb Electronics

- **Customer Service:** I prioritize delivering excellent customer service by warmly greeting customers, addressing their inquiries, and guiding them to select the perfect phone or accessory to meet their needs.
- **Product Knowledge:** I possess a deep understanding of our range of phones, tablets, and accessories, ensuring that I can effectively communicate features, specifications, and pricing to customers.
- **Sales:** I actively engage with customers to promote our products and services, employing persuasive techniques to showcase product benefits and close sales successfully.
- **Transaction Handling:** I am proficient in processing sales transactions accurately and efficiently, utilizing cash registers or POS systems to accept payments and issue receipts.
- **Inventory Management:** I contribute to maintaining optimal inventory levels by monitoring stock, restocking shelves, and ensuring products are well-organized and visually appealing.
- **Technical Support:** I provide basic technical support to customers, assisting with device setup, troubleshooting common issues, and explaining features and applications.
- **Promotions and Marketing:** I actively participate in promotional activities and marketing campaigns to drive customer engagement, increase sales, and enhance brand awareness.
- **Upselling and Cross-selling:** I identify opportunities to upsell or cross-sell additional products or services based on customer needs, contributing to increased revenue and customer satisfaction.
- **Store Maintenance:** I uphold cleanliness and orderliness standards within the store, ensuring displays are tidy, products are labeled correctly, and the overall presentation is attractive.

EDUCATION AND TRAINING

13/07/2024 – CURRENT Tirane, Albania

● **Web Development Course** Software Development Academy

Website <https://sdacademy.al/>

03/2022 – 06/2022 Tirane, Albania

● **Internship Program** Kadria LTD

- Data collation from Excel spreadsheets into key systems, including Microsoft VX, Microsoft Navision, Finance5, AlphaWeb and Work Pal
- Understand the management systems and apply knowledge to disseminate to key users
- Collect and enter data into each system to ensure optimization of the system
- Maximizing current IT systems to ensure users can access the full benefits
- Group IT support, dealing with day to day IT queries
- Liaise with HQ IT support team for guidance and ensure procedures are followed correctly

01/10/2021 – 15/04/2024 Tirane, Albania

● **Business Informatics - Bachelor Degree** UBT University

- Theoretical and practical understanding of different programming languages and technologies.
- C/C++, Java, Networking, Web Development, Databases, SQL, Algorithms and Data Structures
- Economics, Statistics and Business knowledge.

LANGUAGE SKILLS

MOTHER TONGUE(S): Albanian

Other language(s):

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

PROGRAMMING AND WEB DEVELOPMENT

Java Programming Language | Object-Oriented Programming | PHP Language | Web Development: HTML 5, CSS, JavaScript | SQL/MYSQL | C and C++ Programming | Linux

MICROSOFT OFFICE PACKAGE

Microsoft Powerpoint | Microsoft Word | Microsoft Excel

IDE AND TOOLS

Visual Studio / Visual Studio Code | GIT (GitHub)

ORGANISATIONAL SKILLS

Organisational skills

- Project Management: Planning, executing, and overseeing projects to ensure successful completion.
- Time Management: Efficiently prioritizing tasks and managing deadlines.
- Detail-Oriented: Paying close attention to details to ensure accuracy and quality.
- Multitasking: Handling multiple tasks simultaneously while maintaining performance.
- Strategic Planning: Developing long-term goals and plans to achieve objectives.
- Resource Management: Effectively allocating and utilizing resources to maximize productivity.
- Scheduling: Creating and managing schedules to ensure timely completion of tasks.
- Process Improvement: Identifying and implementing ways to streamline workflows and enhance efficiency.
- Documentation: Maintaining accurate and organized records of information and processes.
- Coordination: Organizing activities and resources to ensure smooth operations and collaboration.

COMMUNICATION AND INTERPERSONAL SKILLS

Soft Skills

- Communication: Effectively conveying ideas and information through verbal, written, and non-verbal methods.
- Teamwork: Collaborating effectively with others to achieve common goals.
- Problem-Solving: Identifying issues, analyzing solutions, and implementing effective resolutions.
- Time Management: Prioritizing tasks and managing time efficiently to meet deadlines.
- Adaptability: Adjusting to new situations and changing priorities with ease.
- Critical Thinking: Evaluating situations logically and making informed decisions.
- Creativity: Applying innovative thinking to develop new ideas and solutions.
- Interpersonal Skills: Building and maintaining positive relationships with colleagues and clients.
- Conflict Resolution: Handling disagreements and finding mutually agreeable solutions.