

Holinda Beshiri

Brunnenstr. 20

59846 Sundern

Tel : +49 175 651 83 93

Email : holinda_b@hotmail.com



Work Experience

WIRmachenDRUCK , Backnang

Internal Quality Management Assistant

11/2024- now

- **Develop and Implement Quality Standards:** Establish and maintain internal quality policies, standards, and processes
- **Monitor Performance:** Regularly evaluate internal processes, services, and products
- **Identify Issues:** Detect quality issues, root causes, and implement corrective actions to prevent recurrence.
- **Facilitate Continuous Improvement:** Promote a culture of ongoing quality enhancement by adopting methodologies such as PDCA (Plan-Do-Check-Act).
- **Agile Methodology:** : Work closely with departments to align quality objectives with operational goals and customer expectations.

Wayfair, Berlin

Customer Support Specialist

08/2020 - 11/2024

- Order Changes Journey & Report a Problem Journey
- Product inquiries, claims management, logistics

- Customer service support regarding order changes and claims management.
- Solving logistics problems, working with carriers and depots
- Answering product inquiries in collaboration with suppliers
- Assist the North American Finance Department with refund and payment issues
- Developing new ideas and solutions to help management solve various problems
- Treating customer contacts with empathy, competence and positive feedback
- Training, coaching and support of new employees

Hotel “Seegarten”, Sundern

03 / 2018 - 03 / 2020

- Service
- Reception

Travel agency “Flamurtari”, North Macedonia

Branch manager 01/2013 -09/2016

- Management, sales, ticketing, booking, pricing
- Air ticket sales, advanced knowledge and application of GDS Amadeus, BSP Electronic Ticketing and IATA Fare Basis.
- Booking, rebooking, changes, cancellations

Travel agency “Bllaca Travel & Tours”, North Macedonia

Ticketing agent (travel agent) 05/2003 - 01/2013

- Sales of airline tickets, booking and flight changes, customer service
- Application of Amadeus, BSP Electronic Ticketing and IATA Fare Basis.
- Excellent customer service and efficient task completion

Travel agency “Europe Tourist” - North Macedonia

Ticketing agent (travel agent) 04 / 1999 - 08/2001

- Customer service, airline ticket sales, Amadeus system

Education

Code Institute – Full Stack Software Development

HTML,CSS,JavaScript,Python

Full stack tools: Django, Github-Frameworks, API's , Advanced JavaScript JQuery, Bootstrap .

Specialization: E-Commerce Applications

03/2024 – 07/2024

ILS Hamburg — Certified web developer

HTML5 ; CSS3 , JavaScript, JS JQuery

07/2018

Amadeus Training Center – Skopje North Macedonia

11/2015

Amadeus Functionalities Basic Course & Fare Pricing

Amadeus Electronic Ticketing

Electrotechnical University -Belgrade, Serbia

09/1994-04/1999

Technical College,Smederevo, Serbia

09/1990-06/1994

Degree: Computer electrical engineer

Skills

Advanced knowledge:

- Amadeus IATA & Fare basis , BSP Electronic Ticketing
- Amadeus Ticket Changer
- HTML5 , CSS3 , JavaScript
- Microsoft Office , Google sheets , Google Docs, Excel
- Jira Ticketing System – Support Hub
- Slack , Outlook,Zoom

Basic knowledge:

- Python, Django, Bootstrap, JQuery , Vue.js

Language proficiency

- **German** - *Proficient knowledge*
- **Serbo-Croatian** - *Native*
- **Albanian** - *Native*
- **Macedonian** - *Native*
- **English** - *Proficient knowledge*

