



Mateo PASHO

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Nationality: Albanian

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WORK EXPERIENCE

Waiter *July 2019 – November 2019 Coloseo Hotel 3 stars– Tirana, Albania*

Waiter *December 2019 - February 2020 Taiwan Complex 4 stars – Tirana, Albania*

- Taking orders from customers.
Answering questions about menu items, food sensitivities and food substitutions.
- Giving customers suggestions for food and drinks and telling them about any special menu items
- Communicating with customers to ensure satisfaction and resolve any complaints
- Processing customer payments

Sales Agent (English Language) *March 2019 – August 2020 Call Center and bank like environment - Tirana, Albania*

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Helping customers get an inside on the online trading markets and making suggestions for the following trends.
- Utilizing software, databases, scripts, and tools
- Creating and maintaining a database related to customers.
- Making sales or recommendations for products and services offered from the company

Sales agent (german language) November 2021 -ongoing bei billa in lentia city, Linz.

EDUCATION

Bachelor of Science in Artificial intelligence, 2021 – ongoing Johannes Kepler University
Linz, Austria

High School, “Qemal Stafa” 2016 – 2019 Tirana, Albania
GPA 9.86/10.0

JOB RELATED SKILLS:

Customer service
Active listening
Proficiency with computers
Ability to ask prying questions and diffuse tense situations.
Strong time management
Decision making skills.
Adaptability and accountability.
Fluency in multiple languages
Marketing
Entry Python, Typescript and JavaScript
Algorithmic problem solving
Entry Statistics and Dataset knowledge

SPECIAL SKILLS

– Computer skills:

Excellent knowledge on Microsoft Office, entry Python, Typescript and

JavaScript knowledge , Vue and Laravel knowledge, R entry knowledge,

entry CSS knowledge , entry HTML knowledge.

– Language Skills: Albanian (native), English (fluent), German (Good User)

– Digital competence: Information processing (Proficient user), Communication (Independent user), Content creation (Independent user), Safety (Independent user), Problem solving (Independent user)

– **Interests:** Physics, web development front and backend , machine learning and automated systems, general IT knowledge.