




Mirlind Krasniqi

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ABOUT ME

Technology enthusiast with a robust background in Fintech, Sales and Development. In the fast-paced world of financial technology, I've honed my skills, combining a passion for innovation with a knack for building meaningful connections, and adding value to my skills.

WORK EXPERIENCE

30/11/2020 – 07/03/2022 Limassol, Cyprus

Back Office Associate and Customer Relations officer B BDSwiss Group & SwissMarkets

I have accumulated over a year of professional experience at BDSwiss, a renowned brokerage company headquartered in Limassol, Cyprus. In my role, I have been primarily responsible for ensuring client satisfaction by addressing service-related concerns, managing and resolving problems, and overseeing the handling of client complaints. A significant aspect of my responsibilities involves ensuring compliance with regulatory requirements by meticulously reviewing and confirming the accuracy of client-submitted documents. Additionally, part of my duties includes rejecting documentation when necessary. This work has been conducted remotely, often necessitating the ability to perform under the pressure of client demands.

01/02/2022 – 31/05/2022 Bristol, United Kingdom

Digital Project Director | EMEA Region GDS Group

In GDS Group, I have been working with award-winning pioneers of the virtual events space to engage C-suite and senior business leaders through end-to-end B2B solutions that deliver meaningful human interactions in the digital-first world.

As a Project Director the main responsibility was to host digital events to build from the ground up to drive growth by delivering against your objectives even whilst facing black swan events.

01/10/2022 – 31/08/2023 Brussels, Belgium

Career Break

During this interval, I took a deliberate hiatus from my established professional trajectory, opting to explore alternative endeavors for approximately one year. This period afforded me the opportunity to focus on personal education and development, during which I dedicated time to acquiring foundational skills in web development, specifically in HTML, CSS, and Python, and connecting with people from the local place.

10/2023 – CURRENT

Back Office: Finance (Contract) Infinity Group

In my current role, I specialize in managing Know Your Customer (KYC) procedures and handling payment processes utilizing various payment processors tailored for the European market. My responsibilities encompass ensuring compliance with KYC regulations and facilitating seamless payment transactions through a diverse range of processors, contributing to the efficient financial operations within a European context.

LANGUAGE SKILLS

MOTHER TONGUE(S): Albanian

Other language(s):

English

Listening C2

Reading C2

Writing C1

Spoken production C1

Spoken interaction C2

French

Listening B1

Reading A2

Writing A1

Spoken production A2

Spoken interaction A2

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

ADDITIONAL INFORMATION

Training and courses

● Funding , KYC and Cyber Security

I have actively participated in a series of training programs at BDSwiss, focusing on various facets of trading, KYC verification procedures, and funding-related topics, encompassing withdrawal and deposit processes. My proficiency extends to a comprehensive understanding of operational protocols associated with numerous payment providers, including but not limited to CardPay, Safecharge, BTC Proxy, PaymentAsia, Interac E-transfer, Bank wire transfers, and SEPA transfers. This knowledge equips me with a thorough understanding of the intricacies involved in financial transactions across diverse payment platforms.

I have also finished a beginner online course covering Cyber Security by Cisco. You can also check the certificate on the link below or on my LinkedIn profile.

Link https://www.credly.com/badges/52cd5dc3-2198-4136-b9b7-a0516bfc2c4f/linked_in_profile

Education

2021 – CURRENT

● Bachelor studies of Computer Science Management

I am currently a student at the computer and business university of Riinvest.

Organisational skills

● Time management and work under pressure

During issue times, or payment delays and complaints, I manage to keep myself calm, work fast and never lose the quality of work, no matter how hard the work gets. I am very efficient in computer use, and I have a well endowed knowledge in computer systems.

Web Developement

● Junior Web Development

I am able to design and create foundational HTML and CSS responsive websites, containing key components like Main Pages, Login and Register interfaces, and informative web pages.

Digital Skills

● CRM and client management systems

I have been working with CRM systems from the very beginning of my work career in the financial industries, therefore I might say that I do not have any problems adapting any CRM system, or any other system related to client's managements such as Excel or cloud systems. Most of the time at BDSwiss I have dealt with KYC and account verification cases, such as required documents, and so on, therefore I have skills to detect falsified documents, I am good at recognizing edited documents and non acceptable document in a matter of seconds.

● Microsoft Office

I am also experienced in MS Office systems such as Excel, Teams, PowerPoint.

Other platforms and digital skills which I can use but not limited to:

CRM,
Salesforce,
Google Analytics
Google Sheets
Google Docs
Monday.com
Ambition.com
Asana.com
Adobe Photoshop
Facebook ADS

Basic Salesforce and CRM Administration

I am able to administrate CRM platforms, especially Salesforce.
I am able to navigate
Add or remove users
Change and modify templates
Manage data
Remove duplicates
Convert Prospects to Contacts
etc.