



Valid Apuk

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Street "Adem Trepca" no.4, 40 000, Mitrovica, Kosovo

● WORK EXPERIENCE

11/2020 – CURRENT – Prishtina, Kosovo

PROJECT HEALTH HUMAN RESOURCES OFFICER – SWISS TROPICAL PUBLIC HEALTH INSTITUTE

- Support health institutions to improve HRM;
- Advise primary healthcare institutions to implement total quality management tools;
- Propose and implement HRM strategies to the key stakeholders at the municipal, facility, and community level;
- Plan, implement and evaluate activities in compliance with the agreed annual project plans
- Coordinate the organization of the project meetings, workshops, training events as required
- Facilitate the process of training accreditation with relevant Medical, Nursing, and other relevant Chambers;
- Supervise local consultants in accordance with respective terms of references;
- Propose and implement community feedback mechanisms;
- Provide assistance to strengthen planning, budgeting, M&E, operations research, and evidence-based planning capacity with a special focus on vulnerable and difficult to reach groups
- Support and coordinate the collection of data and evaluation of the training;
- Assist with written and oral translation for the project and translation of project materials as required

www.aqhproject.org | Street "Tirana" no.NN, 10 000, Prishtina, Kosovo

03/2015 – CURRENT – Mitrovica, Kosovo

HUMAN RESOURCES AND ADMINISTRATION SPECIALIST – NGO DIVERSITY OF MITROVICA

- Plan and coordinate an organization's workforce to best use employees' talents;
- Develop and regularly update Employees' manual;
- Link an organization's management with its employees;
- Conduct annual performance evaluation of the employees';
- Plan and oversee employee benefit programs;
- Serve as a consultant with other managers advising them on human resources issues;
- Coordinate and supervise the work of specialists and support staff;
- Oversee an organization's recruitment, interview, selection, and hiring processes;
- Handle staffing issues, such as mediating disputes and directing disciplinary procedures.

Street "Tirana" no.NN, 40 000, Mitrovica, Kosovo

07/2020 – 11/2020 – Mitrovica, Kosovo

PROJECT OFFICER/TRAINER – USAID'S UP TO YOUTH PROJECT AT GLOBAL COMMUNITIES

- Work with senior technical leads to coordinate and support the implementation of training and workshops in the project's target areas;
- Assist senior technical leads in working with youth at the community level to hold reflective dialogues and organize activities;
- Prepare and conduct soft skills training for youth groups;
- Prepare and conduct soft skills training;
- Coordinate logistics and procurement for meetings, training's, events, and any other activities relating to the project's implementation;
- Perform data collection activities;
- Guide youth interns;
- Maintain all technical and administrative documentation;
- Assists program staff with developing and producing program materials.

<https://www.globalcommunities.org/kosovo> | Street "Rustem Statovci" no.36, 10 000, Prishtina, Kosovo

01/2020 – 30/06/2020 – Prishtina, Kosovo

HUMAN RESOURCES DEVELOPMENT ADVISOR – SOS CHILDREN'S VILLAGE KOSOVO

- Establish staffing standards for all care professionals;

- Develop staffing patterns of care professionals according to international standards and national legal request and organizational requirements;
- Process the approval procedure and update staffing patterns in accordance with program development;
- Adapt Job profile and job description of care professionals in line with the SOS Children's Villages standards;
- Update job profile and job description according to HR standards;
- Design recruitment processes for care professionals based on planning, needs, and requests;
- Follow up the alignment of national recruitment documents and processes for care professionals in accordance with international and national policies of SOS Children's Villages;
- Design and organize theoretical and practical training for care professionals;
- Organize audit of status quo of quality of implemented HR standards for Alternative Care;
- Develop an action plan based on audit recommendations and organize the implementation;
- Develop and implement an action plan for further development and improvement of the quality of Alternative Care.

www.sos-childrensvillages.org | Mat 1, Street: B, Object Residio-3 HY.A. No.26, 10 000, Prishtina, Kosovo

09/2018 – 12/2019 – Prishtina, Kosovo

PROJECT ASSISTANT – LUXEMBOURG DEVELOPMENT COOPERATION AGENCY

- Leading and coordinating HR management;
- Maintaining personnel records for project staff;
- Maintaining a vacancy allowance database updated;
- Maintaining appropriate filing systems in hard and soft copy;
- Translating documents between English, Albanian and Serbian;
- Supporting administratively the project in capacity building activities;
- Contributing to the production of project documentation;
- Facilitating audit processes;
- Assisting in financial planning and management;
- Assisting procurement management;
- Assisting in M&E project activities;
- Maintaining a Communication component of the project;
- Daily office management

www.kosovo.luxdev.lu | Street "Ruga e Zagrebit" no.60, 10 000, Prishtina, Kosovo

01/2018 – 12/2020 – Mitrovica, Kosovo

HUMAN RESOURCES DEVELOPMENT ADVISOR – POWERTECH SOLUTIONS

- Reviewing and updating job descriptions;
- Advising managers on recruitment and selection strategies;
- Training hiring managers on candidate interview evaluation techniques;
- Assisting with and developing recruitment campaigns;
- Coordinating the appointment process for successful applicants;
- Monitoring key recruitment metrics, such as turnover and retention rates;
- Providing advice and playing a major role in work reviews and change processes;
- Identifying staff development needs;
- Suggesting new HR technology solutions to improve day-to-day operations;
- Researching and recommending performance evaluation methods;
- Monitoring, reviewing, and updating all HR policies and ensuring these are in line with current legislation.

06/2017 – 08/2018 – Prishtina, Kosovo

PROJECT OFFICER AND MONITORING & EVALUATION ASSISTANT – HELVETAS SWISS INTERCOOPERATION

- Coordinate project intervention related to different training providers;
- Facilitating training providers for providing skills development to youth, producers, and businesses;
- Assisting in the financial planning of the Project;
- Coordinating with project partners and stakeholders in the design and monitoring of project interventions;
- Coordinating the process of evaluating and awarding the grants;
- Leading data collection and processing and preparing data for further analysis;
- Leading the project partners and stakeholders in the collection of the monitoring data both M&E;
- Reviewing and revising intervention guides and M&E manual;
- Updating and developing result chains;
- Updating regularly the M&E databases;
- Preparing and implementing special studies.

www.helvetas-ks.org | Street "Nazim Gaffuri" no.33, 10 000, Prishtina, Kosovo

01/2016 – 05/2017 – Mitrovica, Kosovo

MARKETING AND BUSINESS DEVELOPMENT ASSISTANT – INTERNATIONAL BUSINESS COLLEGE MITROVICA

- Providing assistance to staff in the marketing and business development departments with administration, logistics, client/customer relations, and other tasks as required;
- Engaging and building relationships with prospective students through various promotional activities in Mitrovica and regionally;
- Support the development of marketing content through the creation of promotional content and social media management;
- Maintain accurately and up to date database of marketing and business development activities and produce reports as required;
- Coordinate events such as business club and other related activities;
- Support the development of a client network and maintain the CRM system;
- Provide assistance with project management on externally funded projects.

www.ibcmitrovica.eu | Street "Bislim Bajgora" no.N/A, 40 000, Mitrovica, Kosovo

01/2015 – 12/2015 – Prishtina, Kosovo

BUSINESS DEVELOPMENT AND MONITORING & EVALUATION ADVISOR – HELVETAS SWISS INTERCOOPERATION

- Follow up the business startups, learning groups from 2013 and 2014;
- Visit beneficiaries from each group (agriculture) to monitor the economic activity;
- Reporting the findings with recommendations;
- Work with businesses and beneficiaries to enhance the project impact;
- Process business data collected from field facilitators and writing a short report with findings and recommendations;
- Facilitate informal businesses with ideas/recommendation and support them to become formal;
- Work closely with existing businesses (project partners) to develop a business profile or business plan;
- Work closely with field facilitators to collect data and process them from business in 2015;
- Interview Training providers and analyze their requests;
- Coordinating the process of evaluating and awarding the grants;
- Monitor the project's activities upon the request from the project.

www.helvetas-ks.org | Street "Nazim Gaffurri" no.33, 10 000, Prishtina, Kosovo

06/2014 – 12/2014 – Prishtina, Kosovo

PROJECT SUPPORT ASSISTANT – HELVETAS SWISS INTERCOOPERATION

- Translation of documents between English, Albanian and Serbian;
- Simultaneous translation in different field visits, workshops, and other meetings;
- Monitoring collection of data and information;
- Transferring all data into database collected from farmers using questionnaires;
- Supporting in organizing regular meetings, field visits and round tables with supply chain and other actors;
- Support the Project team in the implementation of activities in Strpce, NovoBrdo, and Dragash. Activities related to Raspberry, Beekeeping, Non-Timber Forest Products, and Dairy group;
- Participate and support groups during the focus group discussion in Strpce and other Municipalities;
- Facilitate the Project staff in different events such as field visits, workshops, and other meetings.

www.helvetas-ks.org | Street "Nazim Gaffurri" no.33, 10 000, Prishtina, Kosovo

● EDUCATION AND TRAINING

11/2018 – 01/2021 – Sheffield S10 2TN, Sheffield, United Kingdom

EXECUTIVE MBA IN HUMAN RESOURCE MANAGEMENT – The University of Sheffield

- Business Economics;
- Organizational Behavior;
- Financial Reporting & Management Accounting;
- Supply Chain Management;
- International Strategic HRM;
- Information Management;
- Corporate Financial Management;
- Research Methods;
- Talent and Performance Management;
- HR Policies and Practices

www.citycollege.sheffield.eu

10/2012 – 06/2016 – Street "Bislim Bajgora" no.N/A, Mitrovica, Kosovo

BACHELOR DEGREE IN INTERNATIONAL SALES AND MARKETING – International Business College Mitrovica

- Marketing;
- Management;
- Business Economics;
- Global Economics;
- Accounting and Financial Management
- Supply Chain Management;
- Entrepreneurship;
- Business Law;
- Communication;
- European Studies;
- Innovation;
- Personal Selling

www.ibcmitrovica.eu

● LANGUAGE SKILLS

Mother tongue(s): BOSNIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ALBANIAN	C2	C2	C2	C2	C2
ENGLISH	C2	C2	C2	C2	C2
SERBIAN	C2	C2	C2	C2	C2
CROATIAN	C2	C2	C1	C1	C2
SPANISH	B1	B1	B1	B1	B1

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

● DIGITAL SKILLS

Microsoft Word | Microsoft Excel | Outlook | Power Point | Microsoft Office | Microsoft Powerpoint | Google Drive | Google Docs | SPSS software (Statistical Package for Social Science) | HR Software

● PUBLICATIONS

KOSOVO Public hospitals network set to work with internationally recognized quality standards

KOSOVO Luxembourg Aid contributed to a success story for Doctors Chamber

KOSOVO Let's go further!

KOSOVO Health Institutions present their 2018 results

● DRIVING LICENCE

Driving Licence: AM

Driving Licence: A1

Driving Licence: A2

Driving Licence: A

Driving Licence: B1

Driving Licence: B

Driving Licence: BE

● ORGANISATIONAL SKILLS

Organisational skills

- Planning
- Scheduling
- Coordinating Resources
- Strategic Planning
- Meeting Deadlines and Time Management
- Mental organization Skills
- Physical organization Skills
- Human Resource Management Skills
- Financial Planning and Management Skills

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Active Listening
- Nonverbal Communication
- Clarity and Concision
- Friendliness
- Confidence
- Presentation
- Public Speaking
- Empathy
- Open Mindedness
- Writing
- Respect
- Feedback
- Picking the Right Medium

● **JOB-RELATED SKILLS**

Job-related skills

- Coordinate Resources
- Strategic Planning
- Leadership
- Management
- Training and Development
- Meeting Deadlines and Time Management
- Mental organization Skills
- Physical organization Skills
- Communication and Interpersonal Skills
- Mentoring
- Monitoring and Evaluation
- Negotiation
- Motivational
- Budget, Finance, and Accounting
- Administrative
- Business Development
- Procurement and Contract Management
- Program/Process/ Project Management
- Information and Document Management
- International Relations
- International Cooperation and Development
- Business Storytelling
- Decision Making
- Ethics
- Strategies for Addressing Performance Problems
- Policies and Procedures
- Employee Compensation
- Human Resource Planning
- Performance Management
- Placement Management
- Pre-employment Screening
- Quantitative Analysis of Research data
- Qualitative Analysis of Research data
- Data analysis
- Policy analysis
- Measuring HR Outcomes
- Employee Development
- Human Resource Planning & Monitoring
- Labour Laws
- Reporting
- Technical Recruiting
- Microsoft Office Skills
- Sales and Marketing
- Labour Market Knowledge
- Talent Management
- Recruitment
- Market System Development
- Gender and Social Inclusion

● **OTHER SKILLS**

Other skills

- Conflict Management
- Team building
- Teamwork
- Life Skills
- Multitasking

● CERTIFICATIONS

Certifications

- April 2020 - "Project Risk Management Seminar" - The University of Sheffield, Thessaloniki Greece
- June 2019 - "Negotiation Skills Seminar" - The University of Sheffield, Sheffield UK
- December 2017 "Market System Development" – Helvetas Swiss Intercooperation, Shkoder, Albania
- December 2015 – June 2016 - "Transformational Leadership Program" Mitrovica, Kosovo
- October 2015 – November 2015 - "Developing Employability Skills" Mitrovica, Kosovo
- August 2015 – Summer School of Transitional Justice "Humanitarian Law Centre Kosovo" Prizren, Kosovo
- July 2014 – Training for Trainers (ToT) "Helvetas Swiss Intercooperation" Prishtina, Kosovo
- February 2014 – March 2014 "Wiki Academy II" - "IPKO Foundation" Prishtina, Kosovo
- March 2013 – June 2013 "Understanding Our Rights" NGO Svjetlost, Mitrovica, Kosovo

● COURSES

Courses

- November 2011 – May 2012 Course for Turkish language, Mitrovica, Kosovo
- March 2004 – March 2010 English language Teaching Course "Cambridge School" (11 levels), Mitrovica Kosovo
- September 2002 – June 2010 Musical School "Tefta Tasko" (8 classes) – Mitrovica, Kosovo

● PROJECTS

Exploring the HR role in healthcare workers intention to mobile: A case of Kosovo's health institutions

Managing and improving selection and retention policies of human capital

The role of Strategic Performance Management in the international organization

Performance Management System Proposal for the Call Center organizations

Managing change in International Organization: A case of a Health Support Project in Kosovo

Enhancing competitive advantage in food e-commerce

Assessing the quality improvement in Kosovo's health sector with the support of the international project

Assessing the Macro and Micro Economic effects on health sector in Kosovo

An evaluation of Dell's marketing mix

"Financial Ratio Analysis in Airline Industry: Comparative Study of British Airways and KLM"

Influence of micromanaging behavior on employees

The importance of skills development in income-generating opportunities and employability for youth in Kosovo

Challenges of operating in a small niche market
