

# VJOLA SHKURTA

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## EDUCATION

**Bachelor of Political Science**, University of Tirana

Oct 2018 - Oct 2022

## EXPERIENCE

### Teleperformance

WFM Mission Control Specialist

Tirana, AL

*Aug 2023 – Present*

- Monitored real-time operations and performance metrics to ensure service-level agreements (SLAs) are met.
- Utilized data-driven insights to optimize staffing, scheduling, and resource allocation
- Developed daily performance reports and trend analysis to forecast workforce needs.
- Collaborated with management to implement process improvements that increased efficiency and reduced down-time.

### FlyHQ

Head of Compliance Department

Tirana, AL

*Jul 2023 - Jun 2024*

- Managed a team of selling agents, overseeing their performance and ensuring adherence to operational protocols.
- Negotiated with airlines to secure additional selling seats and formed new airline partnerships, expanding agency inventory and revenue potential.
- Developed and maintained a comprehensive ADM database, tracked discrepancies, and managed group ticket refunds, enhancing customer satisfaction and operational efficiency.

### Teleperformance

Amadeus Specialist

Tirana, AL

*Dec 2021 - Aug 2023*

- Managed and analyzed travel data using the Amadeus Ticketing Program.
- Delivered customer-centric solutions while adhering to corporate policies and compliance standards.
- Prepared performance summaries and reports on ticketing operations

## PROJECTS

### A study on Trade Unions in Albania

Conducted a comprehensive research study on the history and current state of trade unions in Albania, analyzing the evolution of their structure through political transitions.

### The parliamentary elections in Albania 2021.

Led an analysis of candidates in the 2021 Albanian parliamentary elections where I Utilized demographic data, candidate platforms, and campaign strategies to produce successful exit polls.

## EXTRA-CURRICULAR ACTIVITIES

### Intern at Dependency Institutions of Tirana City Hal

Gained hands-on experience in municipal governance by closely observing the organization and operations of various departments within the City Hall. I gained insight into the inner workings of local government, including the implementation of public policy, urban planning, and community outreach.

## SKILLS

### Technical Skills

Power BI, Microsoft Office Suite, Google Analytics, Salesforce, Lean Six Sigma Yellow belt.

### Languages

English (fluent), Turkish (intermediate), Albanian (native)