

Besnik Demolli

Tel: +41 (078) 625 3438
 E-Mail: besnik.demolli@gmail.com
 Roosstrasse 43
 8832 Wollerau, SZ
 Switzerland



Languages

English (Native), German (very good), Spanish (fluent), French (good), Albanian (Native), Serbo-Croatian (fluent), Macedonian (very good),

Education

2011 – 2015 -----> IVYTECH, Lafayette, IN, USA
 Degree in Business Administration
 Degree of Technical Certificate in Business Administration

April – July 2015----> University of California, Irvine, UCI on Coursera - Fundamentals of Management
Aug – Nov 2014----> Advance Learning Interactive Systems Online - ALISON - Diploma in HR
Sept –Oct 2014 ----> Novartis Pharma AG, Basel - Compensation and Benefits
2007 – 2008 -----> Association of Records Managers and Administrators – ARMA International
 Marketing your RIM Program: Fundamentals for Managers (2008)
 Securely Accelerating information Access within a Distributed Enterprise (2007)
 Building a better Classification System (2007)
 Integrating Recordkeeping Requirements in the Digital Conversion Process (2007)

Key Skills and Competencies

- SAP HCM/R3 - Specialist
- SAP WM – Moderate
- MS Office - Specialist
- Lotus Notes - Specialist
- QUEST Tool - Specialist
- IOS - Specialist
- TRIM – Info Management
- NUCLEUS – advanced
- Project Management advanced skills in HR Processing and development
- HR Analysis and data management for all HR data
- Recruitment, Candidate Interview and Talent Coordination Analyzing a company's manpower requirements
- Skilled and Competent in coordinating various HR Activities
- Ability to interact with employees at all levels
- Excellent interpersonal and written communication skills
- Ensuring legal compliance in all HR functions
- Seeing tasks through to completion
- Staying up to date with the latest Human Resources developments
- Skilled at interacting with clients of all socioeconomic backgrounds Always looking for ways to improve and reinvent the HR process Records Management and Archiving specialized skills
- Staff Training and further professional development skills

Experience

Sep 2014 – To Date **NOVARTIS PHARMA AG, BASEL, SWITZERLAND**
Position: **HR Business Administration Specialist**

- Contract position working in a centralized HR team to provide HR support and analysis for HR Business Partners as well as well as Line Managers
- Resolve reorganizational issues pertaining to Severance payment (**Abgangsentschädigung**), Bonus and other

monetary entitlements for associates impacted by the Restructuring (REKON) phase.

- Onboarding, Transfer and Exit/Off boarding - Data Maintenance in SAP HR CORE for Novartis associates
- Manage work-life data balance in SAP based on the recommendation by the HR Business Partner
- Initiate final testimonial template and send to Line Managers for their Input. Monitor and follow-up on template completion
- Write interim/final testimonials, work confirmations and other certificates based on the needs and requirements by Novartis Associates in Switzerland
- Initiate new or extend work permits of Novartis Associates with the Basel Stadt immigration services.
- Interact with Global Mobility Management Team regarding outstanding issues including bonus, relocation, etc. for Novartis Expats
- Inform Pension Fund in case of REKON, Mutual Termination Agreement and retirements
- Initiate Bonus Form (send, track, receive and eFile form). Maintain rating in SAP HR CORE
- Data related control to Pay-Back-Clause (trainings, sign on bonus, settling in allowance) and request confirmation through HR Business Partner and LM
- Initiate Domestic and International Transfer Procedure in SAP HR Core of Associates transferring to other Novartis Affiliates
- Communicate with HRBP's, Line Managers, and Associates on outstanding issues regarding the Onboarding, Transfer and off-boarding of Personnel
- Request maintenance (QUEST calls/tickets) related to HR Admin Services – ticket resolution provided within SLA
- Producing Org charts for different business units
- Service delivery according to the Novartis HR Policies and Standards (HR P&S) in compliance with Novartis compliancy rules
- Supporting HR Business Partners, Line Managers and Employee for operational daily questions and ticket resolution
- Supporting the HR Admin Service Manager around operational HR Admin tasks and issues
- Involved in process creation, review, validation and implementation within the HR Services Switzerland
- Deputy Project Coordinator for e-Filing and e-Forms
- Deputy Project manager of the Novartis HR e-File intranet design.
- Coordinating HR activities between the company and outside parties, i.e. service providers
- Ensuring the confidentiality of sensitive information

Oct 2013 – Aug 2014

**FAIR-PLAY PERSONALBERATUNG AG, PFÄFFIKON,
SWITZERLAND**

Position:

HR Recruiter – Freelancer

- On behalf of Fair-Play Personalberatung AG, as a freelancer, assist in HR Activities, such as identifying the right candidates for initial screening, interviewing, and the final stage of recruitment; hiring
- Coordination of candidates for further processing.
- On behalf of Fair-Play, AG Personalberatung, as a freelancer, identify and contact major clients in the area of IT, Banking/Finance and Logistics to identify their candidate requirements for positions advertised
- Records Management and Archiving of Office Records

Dec 2011 – Jul 2013

HILTON GARDEN INN (HGI) – WEST LAFAYETTE, IN-USA

Position:

Guest Services Agent

- Made and modified reservations as per guest's request
- Assisted the Front Desk Manager in HR Activities, such as identifying the right candidates for initial screening, interviewing, and the final stage of recruitment
- Contacted all job applicants to inform them of their application status
- Balanced revenue using receipts and reports
- Trained new Front Desk Employees in using the ONQ Hilton Reservations System
- Enter daily invoices in the accounting system
- Team Member of the Month – August, 2012

Nov 2010 – May 2011

HOMEWORK HOTLINE – NASHVILLE, TN – USA

Position:

Data Entry and Program Assistant

- Provided data entry services using File Maker Pro
- Maintained accurate and up-to-date agency data
- Assured protection of the systems and data by performing at least one system back up per day

Jan 2001 – Jun 2010

Position:

UNITED NATIONS, KOSOVO, HAITI AND DOMINICAN REPUBLIC
HR Generalist
United Nations Stabilization Mission Haiti – Dominican Republic

- Prepared and provided regular reports on HR activities such as recruitment, Time Management, HR Information system tools, Military and International Police repatriations, to senior management, including analyses of trends and key performance and quality indicators to ensure continuous improvement
- Reviewed the attendance records and initiated the Monthly Subsistence Allowance report for 900 UN international Police Officers.
- Organized and monitored professional Trainings for Locally recruited staff within the HR Department.
- Wrote Job Descriptions for locally recruited Staff for IT, HR, and other Admin Sections
- Maintained an accurate candidate tracking system
- Identified Candidates for initial screening, interviewing, and potential selection for open local vacancies in various Sectors within the Organization
- Generated Recruitment related reports, using the Field Personnel Mission Support System-FPMSS
- Supported employee relocation and integration by helping new hires establish housing, schooling and registration
- Thoroughly explained the employee handbook during new employee orientations
- Monitored and ensure that all check-in processes for International, Military, UNPOL, UNV and National Staff members were completed
- In full cooperation with Foreign Embassies in Haiti, and Dominican Republic, arranged visa and other logistical support for incoming and departing staff members of the Mission
- Improved office efficiency by implementing color-coded easy retrievable filing system and introducing additional timesaving measures

Position:

Record Management & Archive Specialist (Sep 2007 – Jan 2009)
United Nations Stabilization Mission Haiti – Dominican Republic

- Support in end-user training and provide guidance in the area of records management and procedures.
- Performed research and document delivery services by using TRIM, Iseek, ARMS, Best Practices Network
- Provided relevant technical support to users of information services.
- Recommended the development of policies and procedures for records management.
- Arranged travel, hotel reservation, and facilitated the Visa process for the Chief of the Unit.
- Handled the Budget preparation, Procurement activities, Recruitment, and other Technicalities required for full task implementation process in Haiti.
- Other administrative duties whenever required by the Office of the General Services Section.

Position:

Record Management & Archive Assistant (May 2005 – Sep 2007)
United Nations Mission in Kosovo – UNMIK

- Managed 50 Records management assistants in Kosovo, Serbia, and Macedonia
- Supported archival processing activities by overseeing adherence to preservation as per UN standards.
- Advised internal users on records holdings and producing descriptive inventories on records holdings.
- Budget preparation, Procurement activities, and other Technical requirements for full task build the Archiving Task Force for the Mission as per instructions from the Head of the Mission.
- Recruited and trained new Staff Members and assigned them their daily Tasks.
- Arranged travel and accommodation for the United Nations HQ Archives Team.
- Arranged logistical support for transferring physical records to UNHQ in New York.
- Arranged, facilitated, and participated in meetings with vendors, and other stakeholders.

Hobbies

- Flying small Planes, such as Cessna 172 and Pipper Warrior II
- Soccer (Football) playing, Mountain hiking, Skydiving etc.

Awards

Team Member of the month – Hilton Garden Inn, West Lafayette, IN, USA – 2012

Certificate of Appreciation for Outstanding Service in preparation of Municipal Elections in Kosovo - 2000