

Joli Karafili



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Experience

REVENUED

Collection Specialist

January 2022 - present

- Dept Collection Specialist, appointed with the duty of contacting businesses regarding their outstanding balance with different USA Government foundations for Businesses
- Day to day tasks include evaluation and analysis of bank statements, offering businesses payment plans based on the analysis of different documents, using the law of different states of the US as well as following all the legal procedures and preparing the matters for the in-house attorneys.
- Using AWS, Excel and Salesforce platform I provided the collections team with enough data analysis to give them the needed information for successful collection efforts.

FBDCOM LLC

Information Communication Project Manager May 2018– January 2022

- Representing the European branch of the company, networking and managing partner telecommunication companies.
- Configuration of the VOIP and SMS routes through the Otello System, along with strategizing offers and marketing of the VOIP, Data Transmission and SMS services.
- Direct and control telecommunications traffic volume and flow in the SMS and Voice department.
- Track telecommunication installation, operation and maintenance services and make recommendations for improvement.

SWISS ForContact

Data Analyst & IQOS Coach

Feb 2017 – Feb 2018

- Using AWS, Excel and Salesforce platform I provided the collections team with enough data analysis to give them the needed information for successful collection efforts.
- Handling different issues with the IQOS by Philip Morris product.

JUST EAT Italia

Webmaster

Feb 2014 – Dec 2016

- Creating the online page of the restaurant from the Just Eat Italy Handle system.
- Designing webpages and online menus of different clients.
- Creating the delivery polygon, in regards to the customer's desires. The Language used was Italian and English

Skills

Problem Solving Mindset
Adaptability and Flexibility
Strong Work Ethic
Critical Thinking
Effective under Pressure
Knowledge of Adobe Illustrator and WordPress

Languages

English ●●●●●●●●

Albanian ●●●●●●●●

German ●●●●●●●●

Italian ●●●●●●●●

Education

Vocational Education

Web Designer Bootcamp

JavaScript, HTML, CSS, Python

University of Foreign

Languages of Tirana

Major: English,
British and American Studies

Philanthropy University

Online courses Leadership:
Rules, impact and meaning.

Organizational Capacity

Social Sector Leadership

Awards

2017 and 2018 Title Champion of
the National Cycling Elite Team.