









PERSONAL

-  **Name**
Leon Veseli
-  **Address**
Martin-Luther-Ring, 606
98574 Schmalkalden
-  **Phone number**
+383 46 285 285
-  **Email**
leon2veseli@gmail.com
-  **Date of birth**
08-10-2005
-  **Place of birth**
Prishtina - Kosovo
-  **Gender**
Male
-  **Nationality**
Kosovar

INTERESTS

- Sports Enthusiast: Always excited to stay active and explore new activities.
- Basketball: Passionate player and fan.
- Volleyball: Enjoy team play and strategy.
- Skiing: Love hitting the slopes in winter.
- Reading: Avid reader of fiction and non-fiction.
- Video Games: Enjoy gaming for fun and relaxation.
- Biking: Love exploring nature on two wheels.
- Always Learning: Constantly seeking to learn and grow.

LANGUAGES

- Albanian★★★★★
- English★★★★★

LEON VESELI

I am a second-year computer science student with a blend of sales experience, I am seeking opportunities to apply and enhance my programming skills while leveraging my background in sales, digital marketing, and basic economics. I am eager to contribute to projects, learn, and grow in a dynamic environment.



WORK EXPERIENCE

- Sep 2022 - Apr 2024

Sales Representative
Staffme USA - Parkview Advance, Prishtina Kosovo

Successfully applied sales strategies to acquire new clients for the company. Collaborated with cross-functional teams to enhance workflow and individual performance.

Demonstrated effective communication skills with clients, leading to positive feedback and successful deal closures.
- May 2024 - Sep 2024

Customer support agent
Kixxl & Evrotarget, Prishtina - Kosovo

- **Successfully managed sensitive cases:**Demonstrated professionalism and empathy while handling sensitive customer issues, ensuring confidentiality and building trust.
 - **Effective communication across multiple channels:**Efficiently resolved customer inquiries through calls, emails, and live chats, providing timely and accurate solutions across various communication platforms.
 - **Maintained high customer satisfaction rates:**Consistently received positive feedback, maintaining a high customer satisfaction rating (e.g., 95% CSAT), contributing to overall team performance.
 - **Improved case resolution efficiency:**Reduced average response and resolution times by streamlining processes and effectively prioritizing tasks, enhancing team productivity.
 - **Proactively handled escalations:**Took ownership of complex and escalated cases, working closely with other departments to ensure swift resolution and customer satisfaction



EDUCATION AND QUALIFICATIONS

- Oct 2022 - Sep 2026

Bachelor Computer Science
Universum International Collage, Prishtina - Kosovo

Comprehensive program covering programming, software development, data structures, algorithms, databases, operating systems, networking, AI, and cybersecurity, with a strong focus on problem-solving, analytical thinking, and practical projects.
- Oct 2024 - Mar 2025

Bachelor Computer Science
Schmalkalden University of Applied Sciences, Schmalkalden - Germany

Exchange Semester in Germany
Currently completing an exchange semester at Schmalkalden University of Applied Sciences, focusing on international perspectives in computer science and enhancing skills in programming, software development, and teamwork in a multicultural environment.



SKILLS

- Digital Marketing:★★★★★

Entrepreneurship	★ ★ ★ ★ ★
Front-End Development	★ ★ ★ ★ ★
Copywriting	★ ★ ★ ★ ★
Email Marketing	★ ★ ★ ★ ★
Facebook and Instagram Managing	★ ★ ★ ★ ★
Sales Writing	★ ★ ★ ★ ★
Programming	★ ★ ★ ★ ★
Communication	★ ★ ★ ★ ★
Time Management	★ ★ ★ ★ ★
Innovation	★ ★ ★ ★ ★
All three main Microsoft Programs	★ ★ ★ ★ ★
Back-End Development	★ ★ ★ ★ ★



COURSES

- Nov 2023 - Nov 2023

Innovation

Arizona State University

Completed a course that explored the foundations of Innovation
- Dec 2024 - Dec 2024

Generative AI

Studied the evolution, current applications, and future advancements of Generative AI, focusing on its transformative potential across industries.