

Enthusiast community supporter seeking career in technology industry with experience in NGO, Business, and Medical fields. Naturally adapt to assigned roles, whether as leader or team member with outstanding teamwork and communication abilities. Accurate about all parts of tasks with demonstrated administration skills. Fair with, and earn respect of others with excellent socializing talent. Decisive, organized, and get things done. **Multilingual:** Albanian, Spanish and Italian, in addition to English.

**EMPLOYMENT**

<b>Assistant Administrator</b>	<b>Khrom Aesthetics and Dermatology</b>	<b>May 2020 - August 2020</b>
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- Coordinated with doctors, nurses and healthcare professionals to identify their issues and needs.
- Facilitated communication between the doctors and the patients.
- Ensured patient medical records were kept up to date.
- Made sure the facility was safe, clean, comfortable, and appealing environment for patient, and staff.
- Ensured smooth customer service operations (e.g. assistance with patients, orders and payments).
- Performed 100 day-to-day clerical duties and operations of the facility.
- Created 5 daily reports on NexTech.
- Kept inventory of office supplies, detailed records of medical stock, and placed replenishment orders as needed.

**Gallery Host****Receptionist**

<b>Office Assistant</b>	<b>Hersha Hospitality Management</b>	<b>June 2016 - February 2019</b>
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- First contact for guest concerns, providing them with information and assistance.
- Handled up to 100 guests daily, and generated approximately \$1,000 per day for the lounge.
- Oversaw and maintained cleanliness and readiness of 4 small conference rooms for use by hotel guests.
- Kept management advised of all scheduled meetings, and requirements or special situations for guests or clients.
- Acted as Manager-on-Duty in absence of management.
- Organized meetings and special seminars.
- Directed proper meeting room set up/tear down for internal and external clients.
- Conducted walk-throughs of public areas and kitchen and provided a follow up report/checklist to management.
- Ordered all food and beverage inventory.

<b>Sales Manager, B2C, B2B</b>	<b>Smilte, LTD, Torino, Italy</b>	<b>January -May 2015</b>
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- Documented expenses and transaction procedures and reports for values up to €10,000 daily.
- Coordinated 200 daily customer service operations (e.g. sales processes, orders and payments).
- Created 50 reports, analyzed and interpreted 200 retail data including revenues, expenses and competition.
- Filed and updated contact information for 57 employees, as well as clients, suppliers and external partners.
- Supervised staff to perform according to the target, and coached and supported new and existing Sales Associates.
- Monitored retail operating costs, budgets and resources.

<b>Office Assistant</b>	<b>Smilte, Ltd, Torino, Italy</b>	<b>October 2015 - January 2015</b>
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- Answered (and redirected when necessary) approximately 30 to 40 phone calls daily.
- Managed daily/weekly/monthly agenda for employees of 7 bars, 2 restaurants, and a casino, on behalf of the owner, and arranged new meetings and appointments.
- Filed and updated contact information for 40 employees, as well as clients, suppliers and external partners.
- Conducted administrative and financial support for the director.

## EDUCATION

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**BBA, Business for Health Professions, Brooklyn College/CUNY**

**Graduation date: June 2019**

- GPA 3.65/4.0
- Dean's List (Spring 2018), Seymour and Sylvia Memorial Scholarship

**2018 - 2019**

**BBA, University of Tirana, Faculty of Economics, Tirana, Albania**

**Graduation date: July 2013**

## PROFESSIONAL CONTRIBUTIONS TO COMMUNITY AND LEADERSHIP EXPERIENCE

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- Volunteer – Public Relations Coordinator | Pink Movement | NGO Albania 2020 – April 2021
- Volunteer – Event Planner | Albanian Women Empowerment Network | NGO Albania 2020 – April 2021
- Medical Interpreting Certificate MSKCC Immigrant Health and Cancer Services - 2018
- Woman in Technology: Leadership talk | Participant Brooklyn College 2017
- Volunteer – Head of Administration Office | Albanian Woman in the USA New York 2015 – 2021
- 1<sup>st</sup> place winner | “Planing my BiodiverCITY “ October 2012
- Volunteer – Mentor | Startup Live Tirana Albania 2010
- President of the Student Council of High School ‘Sinan Tafaj’ Albania 2008
- 2<sup>nd</sup> place winner | Karl Popper Debate Tournament Albania 2008
- Volunteer - Red Cross Albania Albania 2004 – 2013

## ACTIVITIES

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- Autodidact learning coding languages, and computer programming. Working knowledge of Python and JavaScript.
- Practice website development. Proficient in HTML and CSS.
- Practice teaching Yoga. 200 hr certified teacher.
- Volunteering in projects with Albania Women in the USA such as:
  - Medical Interpreting.
  - Free yoga classes for the community.
  - Social media assistance.
  - Tutoring and other virtual help during COVID-19 quarantine.