

Curriculum Vitae

Personal Information

Name: Bujar Bejta

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Phone: +383 49 681 858

Nationality: Albanian

Languages: Albanian (Native), English (C2), Serbian (C1), German (A2), Italian (A2)

Professional Experience

Team Leader | Fusion BPO Services, Prishtina, Kosovo | November 2024 – Present

- Leading teams to ensure quality service and achieve performance goals.
- Monitoring team productivity and implementing strategies for improvement.
- Coaching and supporting team members to enhance their skills.
- Managing client relationships and ensuring high satisfaction rates.

Email Support Specialist | Teleperformance, Prishtina, Kosovo | August 2023 – June 2024

- Responded promptly to customer inquiries and resolved complaints.
- Managed and escalated issues through appropriate channels.
- Delivered accurate product and service information via email.
- Successfully resolved disputes between merchants and customers.

Sales Manager | AMC Corporation, Prishtina, Kosovo | March 2023 – August 2023

- Developed sales strategies and managed a team of web developers.
- Conducted market analysis to identify customer preferences.
- Directed sales efforts to meet company objectives.
- Managed and coordinated the web publishing team and the field operations team.

English Language Consultant | Educational Centre Kosovo, Prishtina, Kosovo | July 2022 – January 2023

- Organized workshops and maintained the company database.
- Consulted, negotiated, and informed clients about educational resources.

English Teacher | The Cambridge School, Prishtina, Kosovo | October 2014 – September 2017

- Delivered engaging English lessons tailored to diverse student needs.
- Evaluated student progress and provided constructive feedback.

Audio Engineer | Radio Dukagjini, Prishtina, Kosovo | April 2022 – March 2023

- Managed all technical audio-related responsibilities for radio broadcasting.

Network Operating Center Engineer | Art Motion | 2010 – 2012

- Monitored and troubleshoot network systems.

Call Center Agent | IPKO | 2008 – 2010

- Provided internet, GSM, and VOIP troubleshooting.

Manager | Digit | 2004 – 2008

- Oversaw cable TV and internet services in rural areas.

Education

Bachelor's Degree: English Language and American Studies | University of Prishtina | 2009 – 2014

Master's Degree (Ongoing): English Language and American Studies | University of Prishtina | 2017 – Present

High School: Telecommunications and Computers | Prishtina, Kosovo | 1999 – 2003

Certifications

CCNA Discovery Certification | AUK | 2013

IT Essentials Certification | AUK | 2010

GSM Professional Training | IPKO | 2009

Skills

Leadership and Team Management

Customer Service

Sales Planning and Analysis

Educational Consulting and Teaching

Networking and Technical Support

Multilingual Communication

References

Available upon request.