

# ERZA HOXHAI

## Personal Information

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**Gender:** Female

**Birthdate:** 10.03.1999

**Nationality:** Slovenian

**Address:** Prishtina, 10000, Tring Smajli

**Email:** [erzahoxhaj99@outlook.com](mailto:erzahoxhaj99@outlook.com)

**Phone:** 049-110-163

## Education

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**University of Prishtina, Faculty of Philology**  
*English Language and Literature*

Prishtina, Kosovo  
Graduated in 2022

**High School “Jeta e Re”**  
*High School Degree, Social Sciences*

Suhareka, Kosovo  
Graduated in 2018

## Experience

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### VI Travel

*Worker*

Nov 2021- Mar 2022

### Responsibilities:

- Assisted customers with inquiries, ticket bookings, and travel arrangements.
- Provided great customer service by addressing customer concerns and resolving issues promptly.
- Maintained cleanliness and organization of the workspace to create a welcoming environment for customers.
- Collaborated with team members to achieve sales targets and meet company objectives.
- Handled cash transactions accurately and efficiently using POS systems.

## Translation office- Mr. Rabit Krasniqi

*Translator*

October 2022- June 2023

### Responsibilities:

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- Translated written documents, including articles, reports, and correspondence, from Albanian to English and vice versa.
- Ensured accuracy and fidelity to the original meaning while adapting content to the cultural nuances of the target audience.
- Conducted research to clarify terminology and concepts, ensuring accuracy and consistency in translations.
- Reviewed and proofread translated materials to ensure quality and adherence to language and style guidelines.
- Collaborated with other translators
- Used translation software and tools to enhance productivity and maintain glossaries and terminology databases.

Languages:

Fluent in Albanian and English

## THE CAMBRIDGE SCHOOL

*English Teacher*

September 2023- December 2024

### Responsibilities:

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- Planned and delivered engaging lessons that catered to the diverse learning needs of students.
- Assessed student progress through various methods, including tests, quizzes, projects, and presentations.
- Provided constructive feedback to students to support their academic growth and development.
- Fostered a positive and inclusive classroom environment conducive to learning and collaboration.

### Skills and Interests

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- **Languages:** Albanian (*native*), English (*fluent*), Slovenian (*lower-intermediate*)
- Good communication skills

- Strong research skills
- Ability to adapt quickly
- Customer service
- Translation (Albanian-English)
- Teaching/Instruction