



Arben Shabani

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WORK EXPERIENCE

01/2025 – CURRENT Ferizaj, Kosovo

REGIONAL MANAGER OF CASHIERS KOSOVAR ELECTRICITY SUPPLY COMPANY KESCO SH.A

- Manager of Kesco cash registers (Ferizaj, Lipjan, Kacanik, Shterpce)
- Reconciliation of financial means and bank deposit
- Supervision of the treasury and the daily cash register
- Coordinates, monitors and controls the quality of work of all districts
- Registration of income and expenses
- Compilation of financial reports
- Compilation of workers' schedules
- Leadership of workers

10/2023 – 10/2024 Ljubjana, Slovenia

OPERATIONS AND LOGISTICS MANAGER LADI LICHTWERBUNG MANUFACTURE

- Motivate operational teams to consistently meet productivity and performance for continual company growth
- Coordinate and manage the efficient movement of goods, ensuring on-time delivery and optimizing costs
- Supervision of the tresor and the daily cash register
- Compilation of the work schedule for field workers
- Ordering raw materials, office equipment from suppliers
- Technical and IT support for the company's daily operations
- Provided leadership to develop business plans and promote organizational vision

03/2023 – 08/2023 Pristina, Kosovo

OPERATIONAL MANAGER CINESTAR CINEMAS

- Multiplex Management
- Coordinates, monitors and controls the quality of work of all multiplex departments
- Control of business and implementation of business processes at all level
- Monitors, coordinates and controls the quality of work for all multiplex employees
- Responsible of the tresor
- Responsible for 11 cash registers
- Responsibility for maintaining high standards of quality services of all multiplex
- Operational management of official premiere
- Preparation of a weekly cinema program and daily intervention in the schedule of screenings
- Preparation of monthly and weekly employees schedule
- Supervision of maintenance, cleaning of the cinema and technical issues
- Responsibility for the implementation and realization of the set budget of the multiplex
- Supervision and negotiation with contractors and providers for cleaning, food and beverage services
- Resolving visitor complaints

04/2021 – 03/2023 Pristina, Kosovo

SHIFT MANAGER / NIGHT AUDITOR HOTEL INTERNATIONAL PRISTINA AND SPA

- Supervision and monitor the progress of all work during the night.
- Supervision of hotel and room cleaning
- Supervision of the technical aspects of heating, water pumping and other technical issues
- Motivated operational teams to consistently meet productivity and performance for continual company growth.

- Responsible for cash register
- Implemented ongoing personal development programmes to enhance capabilities and competence of current staff
- Trained employees on optimal processes and use of equipment to boost department productivity.
- Provided leadership to develop business plans and promote organizational vision.
- Preparing invoices for payment, organizing and storing information in paper and digital form
- Registration of income and expenses in the sales book
- Registration of bank transactions with POSS
- Supply administrative support to accountants by performing clerical tasks such as filing and basic bookkeeping
- Compilation of Guest Lists for Hotel and Police of Kosovo
- Dealing with queries on the phone and by email
- Greeting visitors at reception
- Managing diaries, scheduling meetings and booking rooms
- Arranging travel and accommodation
- Typing up letters and reports
- Updating computer records using a database
- Printing and photocopying
- Ordering office supplies
- Maintaining office systems
- Liaising with suppliers and contractors

03/2016 – 12/2021 Pristina, Kosovo

SUPERVISOR OF MARKET RESEARCH INTERVIEWER IP SOS DOOEL

- Field survey supervision
- Participation in high level surveys
- Organization of trainings for surveyors
- Perform specialized administrative duties required to support the specific program.
- Support purchasing requirements for department, researching items and obtaining price quotes, entering information into systems, receiving purchase orders, and maintaining information as required.
- Support human resource and payroll processes as a primary contact or backup
- for payroll preparation or certification, leave tracking, appointment papers, and other requirements.
- Created and processed a variety of administrative records using internal and external databases,
- Creating and Updating Databases
- Compilation of daily, weekly, monthly reports

10/2017 – 02/2020 Pristina, Kosovo

POLITICAL ADVISOR OF THE PRIME MINISTER GOVERNMENT OF KOSOVO – OFFICE OF THE PRIME MINISTER

- Political advisor for community affairs Ensuring that deadlines are met
- Compiling the minutes meeting
- Logistics support
- Prepare presentation materials for use by others, editing content and adding appropriate information
- Draft and check quality of documents presented for internal approval
- Assist with grant proposals and serve as a resource for information related to the administration of grants and contracts.
- Perform other administrative duties as required to support Prime Minister and function of the office

04/2017 – 09/2017 Pristina, Kosovo

ADMINISTRATIVE ASSISTANT TO THE VICE PRESIDENT ASSEMBLY OF KOSOVO

- General administrative support
- Answering phone calls
- Receiving and directing visitors
- Ordering office supplies
- Maintaining the functioning of office premises and ensuring the proper functioning of equipment and supplies
- Prepares the Form (Invoice) for all payments of financial services as well as the travel budget abroad and within the country
- Submit copies of purchases and payments to the finance office
- Compile and send to parties notices of meetings and other required tasks
- Logistical support for meetings, room preparation with materials

05/2015 – 10/2015 Pristina, Kosovo

NIGHT AUDITOR / RECEPTION HOTEL SIRIUS - CONFERENCE CENTER

- Supervision and monitor the progress of all work during the night
- Assistance in managing the service, answering general questions and managing email exchange.
- Responsible for the reception area
- Organization and maintenance of files and records
- Responsible for cash register
- Invoicing and Payment handling
- Compilation of Guest Lists for Hotel and Police of Kosovo
- Supply administrative support to accountants by performing clerical tasks such as filing and basic bookkeeping
- Updating computer records using a database
- Printing and photocopying

09/2013 – 12/2013 Pristina, Kosovo

TRAINING OFFICER CENTRAL ELECTION COMMISSION - CEC

- Training coordination of activities and development programs
- Design and development of training modules
- Prepare notes, minutes, presentations and other texts needed
- Database Update, Data Entry
- General administrative and logistical support
- Evaluation and Reporting
- Political advisor for community affairs Ensuring that deadlines are met
- Compiling the minutes meeting
- Logistics support
- Prepare presentation materials for use by others, editing content and adding appropriate information
- Draft and check quality of documents presented for internal approval
- Assist with grant proposals and serve as a resource for information related to the administration of grants and contracts.
- Perform other administrative duties as required to support Prime Minister and function of the office
- Tasks required by the supervisor

● **ADDITIONAL INFORMATION**

Internships

Office of the prime Minister and Norwegian Embassy

01/03/2016 - 31/08/2016

Pristina, Kosovo

VoRAE and Foundation Open Society Institute

01/09/2015 - 30/09/2015

Gracanica, Kosovo

Council of Europe - CoE

02/02/2015 - 02/05/2015

Pristina, Kosovo

National Democratic Institute - NDI

01/03/2013 - 31/10/2013

Pristina, Kosovo

● **EDUCATION AND TRAINING**

2019 Pristina, Kosovo

LEADERSHIP AND MANAGEMENT IN EDUCATION, BUSINESS AND TECHNOLOGY International School for Social and Business, University of Pristina

10/2011 – 09/2014 Pristina, Kosovo

BACHELOR OF MANAGEMENT AND INFORMATICS University of Pristina – Economic Faculty " Hasan Prishtina "

● LANGUAGE SKILLS

Mother tongue(s): **ALBANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
CROATIAN	A2	A2	A2	A2	A2
SERBIAN	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ORGANISATIONAL SKILLS

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- Fast-paced logistics leadership
- Data management
- Excellent written and verbal communication skills
- Planning, budgeting, goal setting and scheduling
- Confident, articulate, and professional speaking abilities (and experience)
- Good literature and numerous skills
- High commitment to team work
- Adopting well to different cultures
- Ability to stay calm under the Pressure
- Empathic and Positive

● DRIVING LICENCE

Driving Licence: B1

Driving Licence: B