

**Leonisë Devaja**

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## **EDUCATION**

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| <b>2024</b> | Currently studying Law, “Kadri Zeka” university, Gjilan.                  |
| <b>2019</b> | Completed year 12, “Xhavit Ahmeti” High School, majored natural sciences. |

## **EMPLOYMENT HISTORY**

### **June 2019 – May 2020 – Sales Agent/Art Motion TV and Wi-Fi services**

- Sold Internet, digital TV, IPTV/OTT, TV broadcasting services, enhancing customer access to a wide range of entertainment options.
- Interacted with costumers to handle complains and provide information about the company’s products and services.
- Answered questions and requests from costumers.
- Explained products and services to persuade costumers to purchase or use services, provided product samples, coupons, informational brochures all meanwhile sold products being promoted.
- Kept records of those sales prospected and developed a costumer pipeline with sales calls, new business sales demonstrations, ensuring successful customer integration.
- Managed existing client’s relationships and delivered outstanding customer service also worked towards expanding visibility of the company’s brands trying to reach its popularity and advertising.

### **July 2020 – November 2020-Merchandising Manager/ Uka Group Food Industry**

- Analyzed sales data, customers reactions and market trends to anticipate product’s needs, collaborated with buyers, suppliers, distributors and analysts to negotiate prices and qualities.

- Planned and developed merchandising strategies that balance customer expectations and companies' objectives, tried to maximize customer interest and sales levels by displaying products appropriately.
- Build constructive customer relationships and team with channel partners to build pipeline and close deals, all along working with sales representatives to purchase the necessary product, and worked closely with buyers to ensure that the company makes a profit.

#### **December 2020 – December 2021- Market Research/ Uka Group Food Industry**

- Conducting market research to identify new business opportunities and client leads, coordinating with company's leadership to conduct risk assessments and maintaining beneficial relationships with clients, suppliers and other business partners.
- Analyzed data and created reports to identify areas of business growth.
- Dedicated for business growth efforts on behalf of the companies, meanwhile trying to improve the products and services, as I previously already was in touch with customers and products before.
- Through implementing creative solutions to reach our sales goals also one of my responsibilities were to make sure that the company maintains a competitive edge against competitors.

#### **February 2022 -May 2024- Cashier/ Ria Money transfer**

- Processed and tracked global money transfers, ensuring accuracy and efficiency in sending and receiving funds.
- Utilized programs such as Pro-data, CRM, Capital-KS to manage and process a wide range of payments, including subscriptions, utility bills, taxes and fines.
- Collected and filed bills throughout the day, organizing them for monthly record keeping.
- Balanced cashier drawers at the end of each shift, ensuring accurate cash handling and reconciliation.
- Coordinated daily cash collection and deposit transactions.

**June 2024 - August 2024 – Promoter (3 months of summer) Ipko telecommunication LLC**

- Marketed Wi-Fi and TV packages to potential customers, increasing service subscriptions, achieving sales targets.
- Provide clients with required information about the products.
- Marketed and sold SIM cards featuring advanced 5G network technology.
- Created and managed one-year contracts for internet and cable TV services for residential customers.

**2023-2024 - Sold Excel sheets for private clients (remote)**

- Created customized Excel spreadsheets to assist clients in managing product sales and tracking inventory data within their stores.
- Designed Excel sheets for clients to share product selections with their customers, improving order accuracy and speed.
- Created Excel systems for clients to simplify cash register balancing and product data tracking, improving daily operations.

**DEMONSTRATED COMPETENCIES**

**Inter-personal skills**

- I am able to work as part of a team and/or independently
- I am able to work without supervision
- I understand written and verbal instructions
- I am able to follow directions and instructions to complete a task
- I have very good communication/ interpersonal skills – verbal & listening
- I am able to work in a fast pace environment and learn very quickly

**Great employability skills:**

- Communication Skills & Customer Satisfaction
- Fast Learning & Adapting
- Team Working
- Problem Solving
- Practical Skills
- Technical Skills
- Social skills

**Technology computer skills:**

- Microsoft Office; Word, PowerPoint & Excel
- Internet Skills
- Research skills