

Gresa Mustafa

Nationality: Kosovar **Date of birth:** 13/12/1991 **Gender:** Female **Phone number:** (+383) 045704692

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Home: Prishtine, 10000 Prishtine (Kosovo)

ABOUT ME

Quality-driven administrative professional with solid background smoothly handling high-volume workloads. Prepares documents, mails, packages and organizes schedules to support team needs. Good database administration and costumer relations abilities. Dedicated professional with demonstrated strengths in costomer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Willing to take on any task to support team and help business succeed. Dependable employee seeking opportunity to expand skills and contribute to company success. Considered hardworking, ethical and detail-oriented.

EDUCATION AND TRAINING

Diploma

Gymnazium "Ulpiana" Mathematical and Natural Science [2010]

City: Lipjan | Country: Kosovo

Bachelor in Economy - Bank, Finance and Accounting

University of Prishtina "Hasan Prishtina" [2016]

City: Prishtine | Country: Kosovo

Cerificate

Advanced Knowledge in Microdoft Office Word & Excel - Youth Center [2014]

City: Lipjan | Country: Kosovo

Certificate - Practical Training on accounting and tax

Advanced Accounting School [2016]

City: Prishtine | Country: Kosovo

Certificate - Electronic procurement for the private sector

Prikos Solutions and Management [2017]

City: Prishtine | Country: Kosovo

WORK EXPERIENCE

Executive assistant

Medical Group sh.p.k [01/10/2024 – Current]

City: Prishtine | Country: Kosovo

- Manage and organize the executive's calendar, including scheduling meetings, appointments, and travel.
- Coordinate communication (email, phone calls, etc.) on behalf of the executive.
- Handle correspondence, including drafting emails and memos, and managing incoming/outgoing mail.
- Prepare agendas, take minutes, and follow up on action items for meetings.
- Organize and coordinate events, conferences, and business trips, including logistics and accommodations.

- Prepare, proofread, and edit reports, presentations, and other business documents.
- Maintain filing systems, ensuring documents and information are easily accessible.
- Prioritize tasks and ensure deadlines are met, helping the executive to stay organized and focused on high-priority responsibilities.
- Conduct research as needed to support decision-making or presentations.
- Compile data and prepare summaries or reports for the executive's review.
- Assist with budgeting and expense tracking.
- Handle invoices, receipts, and reimbursements for business-related expenses.
- Act as a liaison between the executive and other staff members or external partners.
- Foster and maintain positive relationships with clients, vendors, and other stakeholders.
- Manage sensitive information with a high level of confidentiality and professionalism.
- Anticipate needs and address issues before they become problems.
- Provide proactive support to ensure smooth daily operations.

Finance and Administrative Assistant & HR Coordinator

Medical Group sh.p.k [10/10/2016 – 30/09/2024]

City: Livagje | Country: Kosovo

- Assist with day-to-day financial operations including invoicing, bookkeeping and reconciliation of accounts.
- Manage account payable and receivable, ensuring timely and accurate processing.
- Prepare and process expense reports, ensuring compliance with company policies.
- Coordinate administrative functions such as scheduling meetings, maintaining office supplies, and correspondence.
- Support the finance team in preparing financial statements and reports for management review.
- Manage recruitment processes including posting jobs, screening resumes and coordinating interviews.
- Maintain employee records and manage HR databases with accuracy and confidentiality.
- Assist with payroll processing and benefits administration,
- Facilitate employee trainings and development programs.
- Address employee inquiries regarding HR policies, procedures and benefits.
- Keep the evidence of MG staff entrances and exits.
- Keep evidence of absences and requests for vacations leave of the company staff.
- Manage the e-procurement system, ensuring all procurement activities were accurately recorded and tracked.
- Download and review new tender dossiers to identify opportunities that match the company products offerings.
- Coordinate with internal departments to gather necessary documentations and informations for tender submissions.

DRIVING LICENCE

Driving Licence: B

LANGUAGE SKILLS

Mother tongue(s): Albanian

Other language(s):

English

LISTENING C1 READING C1 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

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

DIGITAL SKILLS

Microsoft Office / Microsoft Powerpoint / Microsoft Excel / Microsoft Word / PANTHEON / e-procurement