

# FATBARDHA KARAQICA

## CONTACT

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Prishtinë, Kosovë

## SKILLS

- Professional Communication
- Critical Thinking
- Reading Comprehension
- Research and Fact-Checking
- Content Review and Creation
- Writing and Editing
- Story Development
- Public Speaking
- Microsoft Excel
- Microsoft Word
- PPT

## EDUCATION

### Bachelor of Arts (B.A.) Journalism

University of Prishtina "Hasan Prishtina", Prishtinë, Kosovë

2021-2024

### Diploma: Natural Sciences

SHML "Gjergj Kastrioti Skënderbeu", Drenas, Kosovë

2015-2018

## LANGUAGES

Albanian Proficient (C2)

English Proficient (C2)

## PROFESSIONAL SUMMARY

B.A. in Journalism with a strong desire to launch a career and contribute effectively to a dynamic team. Skilled at quickly identifying and closing knowledge gaps to provide immediate value. Experienced in marketing, administration, and sales, with a reputation for being hardworking, ethical, and detail-oriented.

## WORK EXPERIENCE

### U.D Administrator

Gorenje Department Store Prishtinë - Prishtinë, Kosove

May 2024-Oct 2024

- Communicated with partners for product wholesale.
- Processed orders and prepared invoices.
- Created output sheets for product distribution in 24 centers.
- Monitored stock levels across 24 centers.
- Assisted with additional tasks assigned by the manager.

### Marketing coordinator

Academy of Leadership Sciences Switzerland - Remote

Dec 2023-Ongoing

- Assists in the planning, execution, and tracking of marketing campaigns across various channels such as digital, social media, email, print, and events.
- Helps in creating marketing content including writing copy for ads, blog posts, social media updates, or email newsletters.
- Conducts research on market trends, competitor activities, and customer preferences to inform marketing strategies.
- Assists in the planning and execution of events such as product launches, Webinars, or conferences.

### Administrative Assistant

KIA, Drenas - Parku i Biznesit, Kosovë

Jun 2022-Sept 2023

- Organized and updated file systems, keeping records easily retrievable.
- Supported workflow of daily administrative tasks to achieve targets and deadlines.
- Created and maintained spreadsheets with advanced Excel functions and calculations to develop reports and lists.
- Updated databases and spreadsheets regularly to track progress.
- Created and maintained databases used by multiple office members.
- Proofread and edited documents and reports for staff.

### Customer Service Agent

SWISS COM, Prishtinë, Kosovë

Feb 2018-Aug 2020

- Completed regular outbound calls to verify customer information and check on satisfaction with implemented solutions.
- Assisted customers with answering inquiries regarding health insurance such as information about health insurance plans, coverage options, premiums, and benefits.
- Scheduled meetings and set appointments.