

Lion Ali Ramadani

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WORK EXPERIENCE

May 7th 2023 - Present

On Call Prime L.L.C., 36 Norbert Jokl, Prishtina, Kosovo, 10000

Quality Assurance / Estimator

- Review, and adjust estimates for the repair of homes damaged by sudden and accidental events (Hurricane, pipe burst, hail)
- Stay organized in a fast-paced work environment, managing multiple claims simultaneously
- Ensure each and every file is completed with perfection, and within the specific guidelines of the client before submitting it to the client
- Use estimating software like Xactimate to calculate the cost of repairs or replacements needed
- Verify the accuracy of data entry and information in property management systems like Xactimate and Xactanalysis
- Communicate with internal team members and external team members to request missing, or crucial information for the completion of a file
- Maintain accurate records of files completed/to be completed using Excel
- Support the training of new team members and provide ongoing guidance as needed

September 16th 2021 - May 1st 2023

Rubin Jewelry, Deshmoret e Kombit, Ferizaj, Kosovo

Ring Manufacturing

- Melt the gold/silver
- Process it into rings
- Sand and polish the rings, ensuring little to no defects
- Verify the weight of the gold/silver

11 November 2017 - 28 April 2021

Canadian Tire, 65 Pinebush Rd Cambridge, Ontario, N1R 8P3

Automotive Parts Sales

- Sell products and/or services to repair the problem and meet the customer's needs.
- Maintain customer goodwill by greeting and acknowledging all customers
- Keep the parts department tidy and orderly.
- Record all sales and/or customer transactions that occur.
- Provide service technicians and customers with parts as required.
- Maintain the retail sale floor and displays to meet or exceed the dealerships standards and today's customer satisfaction.
- Control showroom inventory to ensure maximum sales and customer satisfaction.

- Perform routine housekeeping tasks that maintain and enhances the cleanliness of products and the retail sales area.
- Process cores, warranties, and new merchandise as required at a point of sale.
- Attend training as prescribed by management to maintain and increase proficiency.
- Use store/shop equipment and resources safely and proficiently.
- Performs other tasks as required by the store managers.
- Keep myself well groomed and clothed per the store/shop guidelines.
- Verify receiving documents.
- Follow up on shortages and expedite by reporting to managers.
- Assist in handling customer complaints and concerns and making sure the problem is corrected to the customers and stores satisfaction.
- Greet customers immediately in a courteous manner.
- Treat customers fairly and with honesty, and demonstrate our commitment to superior customer service and ethical business practices.

EDUCATION

High School

Automotive Technician at Conestoga College in Guelph, Ontario

Skills

- Mechanical repair
- Customer service
- Quality assurance

Other skills

- Product sales
- Discipline
- Active listening

Hobbies

- Snowboarding, long distance running, reading, thai boxing, cold showers, weight lifting