

# Blinera Mustafa

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## EXPERIENCE

### **Pabau, Prishtine — Customer Success Specialist**

2023–Present

- Utilize HubSpot for communication and CRM system management.
- Onboard and train clients on clinical software usage.
- Manage key accounts and provide tailored support.
- Provide ongoing support via meetings, chats, and emails.
- Troubleshoot issues, create and track tickets for resolution
- Ensure client satisfaction and retention through proactive engagement.
- Collaborate with development teams to address and resolve software issues.

### **Tactica, Prishtine — Freelance Writer**

2022–2023

- Wrote articles as requested for the clients of the company.
- Met deadlines and all the requirements.
- Wrote approximately 12 articles with 700 words each per month.

### **TLScontact, Prishtine — Call Center Agent**

2022–2023

- Worked in a rotation system, every week in a different position.
- Controlled the documents of applicants carefully and paid attention to the details.
- Provided excellent customer service with a helpful and friendly attitude.
- Managed 100+ phone calls daily and carefully explained the application process to the applicants.
- Managed 100+ phone calls and emails with applicants from our London, Manchester, and Edinburgh centers.
- Managed the passback area: returned the passports to the applicants and explained the visa they got.

### **APRK, Mitrovice — Intern**

EARK -Employment Agency of the Republic of Kosovo.

- Smoothly managed the day-to-day front desk activities.
- Provided administrative and clerical support via Microsoft Excel.
- Helped the visitors and applicants with their documents with a friendly attitude.

### **WHP -Call Center, Mitrovice — Call Agent**

- Communicated with over 50+ clients through the phone in the German language.
- Helped the clients with their technical problems.
- Wrote daily reports on my teammate's achievements.

## SKILLS

Interpersonal  
Communication Skills

Time Management

Troubleshooting

Organization

Problem solving

Microsoft office

Academic writing

Web design

Creative writing

Scheduling

Content creation

Online research

Teamwork

Dependable

Decisive

## LANGUAGES

Albanian (mother tongue)

English (C2)

Turkish (C2)

German (B1)

## EDUCATION

**"AAB College"**, Prishtine — *University*  
English Language and Literature