

PROFESSIONAL SUMMARY

Reliable Financial Accountant with experience preparing monthly management accounts and year-end reports. Manipulates data effectively using Excel expertise for enhanced analysis and forecasting. Works with meticulous care and precision to resolve discrepancies for reliable, up-to-date records. Astute Financial Accountant with experience in reporting, auditing and forecasting for improved cash flow. Manages large client caseloads and achieves deadlines through excellent planning and prioritisation. Knowledgeable in current accounting standards for full compliance. Experienced in financial analysis and reporting with knack for streamlining processes and improving accuracy. Excel in crafting comprehensive financial statements and budgets while ensuring compliance with regulatory standards. Strong communicator, capable of collaborating across departments to drive financial strategy and decision-making.

SKILLS

- Influential communication
- Balance sheet reconciliations
- Account management understanding
- Network development
- Risk assessment capabilities
- Process improvement implementation
- Microsoft Excel proficiency
- Cost-benefit analysis
- Account development
- Merchandising and display management
- Cash flow forecasting
- Fixed asset accounting
- Expense reporting
- Double-entry bookkeeping
- Service agreements
- Payroll administration
- B2B and B2C sales
- Records management
- Network expansion
- Inventory control practices
- Economic trend awareness
- Account servicing
- Territory growth
- Strategic forecasting
- Debt recovery techniques

Sefer Zyberaj

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📍 Prizren, 20000

EXPERIENCE

01/2023 - Current

Financial Accountant

Vision Kont | Prizren

- Analysed financial data to identify trends and forecast future financial performance, supporting strategic decision-making.
- Contributed to the development of financial policies and procedures, promoting transparency and accountability in financial management.
- Tracked processes and procedures to sustain integrity of internal controls.
- Monitored cash flow projections regularly, adjusting strategies to address shortfalls and surplus to optimise financial health.
- Performed internal audits of financial transactions to verify discrepancies and errors.
- Reduced process lags by training new employees on bookkeeping best practices and protocols.
- Implemented robust internal controls to mitigate financial risk and comply with regulatory requirements and accounting standards.
- Fostered relationships with customers to expand customer base and enhance loyalty and retention.
- Developed professional sales presentations, seminars and exhibitions to creatively communicate product quality and market comparisons.
- Monitored accounts payable and receivables to calculate expenses and revenue.
- Evaluated account information to prepare asset, liabilities and capital account entries.
- Developed organisation systems for contracts, records and reports to increase traceability and preserve accurate records.
- Produced profit and loss statements to balance spreadsheets and provide information to management.
- Collated information and generated data to enumerate financial status and developments.
- Streamlined month-end closing procedures, reducing processing time by 30% and increasing reporting efficiency.
- Demonstrated perseverance, dedicated cold calling and exceptional service to land new customer accounts.
- Forecasted loss and revenues to balance risk and benefits, aiming to meet target goals.
- Collaborated with cross-functional teams to develop and monitor annual budgets, aligning financial strategies with organisational goals.
- Addressed customer questions, problems and complaints in person and via phone to maintain positive relationships and support smooth communications.
- Generated sales tax invoice to provide customers summary and proof of transaction.
- Coordinated external audits, providing all necessary documentation and explanations to ensure compliance with financial regulations.

- Financial modelling
- Salesforce CRM
- Problem solving strength
- Audit coordination

REFERENCES

- Osman Zyberaj, 00383 44 546802
- Leonard Krasniqi, 00383 442019644

CERTIFICATIONS

- Human Resources certified
- General Management Certified
- Bachelor of Sciences
- Master of Sciences
- General Management
- Economics
- Finance
- Business Administration

HOBBIES AND INTERESTS

- Reading
- Football
- Movies
- Fitness

- Managed comprehensive financial audits, identifying discrepancies and recommending corrective actions to enhance financial integrity.
- Facilitated financial training sessions for non-finance staff, enhancing organisational understanding of financial principles and practices.

12/2022 - 04/2024

Manager

NewBorn S | Prizren, Kosove

- Developed and delivered comprehensive training programmes, improving team skills and performance.
- Directed crisis management efforts during unforeseen events, minimising disruption to operations.
- Negotiated contracts with suppliers, securing favourable terms that decreased costs by 10% annually.
- Conducted performance reviews, identifying areas for development and rewarding high achievers.
- Managed inventory control, reducing waste and ensuring optimal stock levels at all times.
- Optimised workforce scheduling, balancing team workload to prevent burnout and maintain morale.
- Analysed market trends to inform strategic planning, leading to a 12% increase in market share.
- Enhanced customer satisfaction levels by 20% through the introduction of a new feedback system.
- Chaired cross-functional meetings, promoting effective communication between departments.
- Oversaw compliance with regulatory standards, passing all inspections without any violations.
- Prepared statements detailing operational detail and key performance indicators.
- Recruited and hired staff for organisational vacancies and enforced consistent policies across workforce.
- Drove company growth with proactive mindset and results-oriented plans for business operations.

02/2020 - 12/2021

Manager of Operations

VivaFresh Store | Prizren, Kosove

- Negotiated labour contracts, fostering productive relationships with unions and employees.
- Directed project management efforts, ensuring timely delivery of services to clients.
- Enhanced communication channels within the organisation, improving information flow and decision-making.
- Facilitated cross-functional teams to tackle complex problems, leading to innovative solutions.
- Implemented sustainable practices, reducing environmental impact and enhancing corporate social responsibility.
- Spearheaded quality assurance programs, achieving a 98% compliance rate with industry standards.
- Collaborated with sales and marketing teams to align operational capabilities with customer demands.
- Streamlined logistics and supply chain management, enhancing delivery times and customer satisfaction.
- Led operations team in daily tasks, optimising workflow and increasing efficiency by 20%.
- Coordinated with suppliers to negotiate contracts, securing better terms and improving profit margins.
- Optimised resource allocation, ensuring maximum productivity and minimal downtime.

- Developed and enforced health and safety protocols, ensuring a safe workplace environment.
- Established performance metrics, driving accountability and recognising outstanding achievements.

01/2019 - 12/2019

Sales Manager

TikTak Accessories | Prizren, Kosove

- Coordinated with marketing department to create compelling sales campaigns and promotional activities.
- Implemented rigorous performance metrics to evaluate and improve sales team productivity and effectiveness.
- Fostered relationships with key clients, securing long-term contracts and boosting revenue growth.
- Developed and implemented innovative sales strategies, increasing market share and profitability.
- Acted as the primary point of contact for key accounts, building strong relationships and ensuring customer loyalty.
- Conducted comprehensive training sessions for sales staff, enhancing their product knowledge and sales techniques.
- Guided sales team through challenging negotiations, securing deals that met both client and company objectives.
- Negotiated favourable terms with suppliers and partners, reducing costs and improving profit margins.
- Facilitated regular team meetings to discuss targets, strategies, and address any issues impacting sales performance.
- Managed sales pipeline efficiently, ensuring consistent flow of business and meeting of sales objectives.
- Collaborated with product development team to align offerings with customer demands and market opportunities.
- Organised trade shows and exhibitions, showcasing products and services to potential clients and industry professionals.
- Identified and pursued new business opportunities in untapped markets, expanding company reach and influence.
- Streamlined sales processes and systems for improved efficiency and reduced operational costs.
- Oversaw after-sales support services, ensuring high levels of customer satisfaction and repeat business.
- Established pricing and delivery terms based on current market trends and costs.
- Used Facebook, Instagram and YouTube to promote products and events.
- Analysed current strategies for strengths and weaknesses and adjusted approaches to maintain sales trajectory.
- Assessed market conditions for potential opportunities and risk factors impacting promotional strategies.
- Maintained detailed record of sales activities and compared trends to identify underserved areas and opportunities for improvement.
- Produced clean, error-free newsletters and social media posts to share current sales information.
- Monitored competitors through multi-channel research strategies to best capitalise on market gaps or anticipate changes in customer interests.

LANGUAGES

Albanian: First Language

English:

Advanced

C1

Turkish:

Beginner

A1

EDUCATION

2020

CITY College, International Faculty of the University of Sheffield |

Thessaloniki, Greece

MSc: Human Resource Management

- Master of Sciences Graduate
- MSc Academic Achievement Award
- Coursework in Area of Expertise
- Dissertation in Human Resource Management
- Member of PG Union
- Business Administration
- Economics and Econometrics
- Business and Management
- EBSCO Database Academic Resources
- STARPLUS Database Academic Resources
- Accounting and Finance
- Academic Research
- The Research Excellence Framework (REF) 2021
- Research Facilities

2013

Mehmet Akif College | Mehmet Akif College

Certificate of Higher Education: Natural Sciences

06/2018

CITY College, International Faculty of the University of Sheffield |

Thessaloniki, Greece

BA: Business Administration and Economics

- BSc Academic Achievement Award
- BSc Graduate
- Coursework in Area of Expertise
- Business Administration
- Economics and Econometrics
- Business and Management
- EBSCO Database Academic Resources
- STARPLUS Database Academic Resources
- Accounting and Finance
- Academic Research
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