

Donika Spahija

Rr.Tringë Smajli 47 // Prishtinë, Kosovë // +383 44 145 019 // donikaademi1@outlook.com

PROFILE

Highly organized and detail-oriented professional with extensive experience in administrative support, service desk operations, and human resources. Proven ability to manage resources efficiently, resolve customer issues, and drive operational excellence. Adept at multitasking, team collaboration, and delivering exceptional service. Committed to achieving organizational goals while continuously enhancing skills through professional development.

EXPERIENCE

SERVICE DESK SUPERVISOR /ADMINISTRATIVE ASSISTANT

Cakay Group Instaat LTD HQ, KFOR, Film City

2020 – Present

In this role, I provided administrative and operational support to ensure smooth office functioning and exceptional service delivery. By streamlining administrative processes and implementing resource management strategies, I contributed to improved operational efficiency and customer satisfaction.

ACHIEVEMENTS + HIGHLIGHTS

- **Organized resources** to ensure they are easily accessible for the team and end-users.
- **Resolved customer issues** promptly and ensured satisfaction with company products and services.
- **Managed administrative desk duties**, including scheduling, record-keeping, and handling correspondence.

-
- **Maintained accurate records** of customer interactions and recurring problems to inform process improvements.
 - **Acted as the first point of contact** for customers and stakeholders, delivering exceptional customer service.

HUMAN RESOURCES ASSISTANT
GEP SHPK, PRISHTINE, KOSOVE
2018 - 2019

In this role, I played a critical part in ensuring efficient human resource operations by coordinating recruitment efforts, maintaining compliance, and fostering employee engagement. My proactive approach to addressing workplace concerns and streamlining HR functions significantly enhanced organizational efficiency and employee satisfaction.

ACHIEVEMENTS + HIGHLIGHTS

- **Supported recruitment and onboarding processes**, including posting job vacancies, screening resumes, and scheduling interviews.
 - **Maintained and updated employee records** to ensure compliance with HR policies
 - **Organized training sessions** to enhance team skills and professional development.
 - **Served as a point of contact** for employee inquiries regarding benefits, workplace concerns, and policies
-

- **Conducted payroll assistance**, confidential file management, and employee engagement activities to improve workplace morale.
- **Contributed to streamlining** HR operations and improving internal communication.

EDUCATION

MASTER OF INTERNATIONAL LAW

University of Prishtina // 2023-2024

BACHELOR OF LAW

University of Prishtina // 2018-2022

HIGH SCHOOL DIPLOMA

Xhevdet Doda High School // 2015-2018

PRIMARY EDUCATION

Dardania Primary School // 2006-2015

COURSES & CERTIFICATIONS

- **UI/UX Design Intensive Course:**
Tectigon Academy // 2024
 - **English Language Proficiency:**
Britannica ELT // 2007-2016
 - **Swimming Certification:**
Shkolla e Notatit GERMIA // 2007-2008
 - **Guitar Lessons:**
Akropoli i Ri // 2014-2015
-

SKILLS

- **Technical:** Microsoft Office Suite (Word, Excel, PowerPoint), UI/UX design basics
- **Customer Service:** Effective communication, conflict resolution
- **Management:** Time management, multitasking, working under pressure
- **Other:** Fast learner, detail-oriented, decision-making capabilities

LANGUAGES

- **Albanian:** Native
- **English:** Fluent
- **Italian:** Intermediate

INTERESTS

- **Traveling:** Exploring diverse cultures and broadening perspectives
- **Reading:** Enjoying literature, legal studies, and self-development books
- **Drawing & Designing:** Creating visual art and digital designs
- **Swimming:** Maintaining a healthy lifestyle through aquatic activities

ACHIEVEMENTS

- **Implemented a resource management system,** reducing task completion time by 20%.
- **Recognized for exceptional customer** service and effective problem resolution.
- **Played a pivotal role in organizing** employee engagement initiatives, fostering collaboration

-
- **Received consistent positive feedback** for organizational and administrative skills.

REFERENCES

- **Available upon request**