

YLL KADA

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Work Experience

Supervisor | Linja e Jetës - Center for Information and Social Improvement (NGO)

October 2023 – Present

- Supervise volunteers handling crisis calls and chats, ensuring effective support.
- Assist in de-escalating difficult situations for safer and calmer conversations.
- Provide feedback and emotional support to volunteers before, during, and after calls/chats.
- Conduct exercises to improve volunteer skills and readiness.

Volunteer Operator | Linja e Jetës - Center for Information and Social Improvement (NGO)

April 2021 – September 2023

- Provided emotional support and a safe space for individuals in crisis.
- Used de-escalation techniques to keep conversations calm and effective.
- Applied supervisor feedback to improve listening and communication skills.

Costumer Service | Swapfiets

October 2022 – June 2023

- Assisted customers via phone and email, providing clear and efficient support.
- Scheduled appointments accurately to meet customer needs.
- Kept organized records to improve service and support team operations.

Cinema Coordinator | International Animated Film Festival “Anibar” XIII edition

July 2022

- Led a team of volunteers to ensure an organized and enjoyable festival experience.
- Oversaw equipment setup, ensuring uninterrupted film screenings.

Backoffice Agent | Sunrise Schweiz AG (Speeex)

August 2021 – April 2022

- Resolved troubleshooting issues to ensure client satisfaction.
- Built strong client relationships to increase retention and repeat business.
- Collaborated with colleagues to improve customer experience based on feedback.

Intern | Center for Human Services and Development (NGO)

May 2021 – July 2021

- Managed documentation for efficient administrative processes.

- Prepared tools and questionnaires for therapy sessions.
- Observed therapy sessions to learn treatment methods and support therapists.

Volunteer in Media Team | International Animated Film Festival “Anibar” X/XI edition
July 2019 – August 2020

- Photographed events to document and promote the festival.
- Created engaging social media content to boost audience engagement.

Education

Master’s Studies | AAB College – Faculty of Psychology | Clinical & Mental Health Psychology
November 2021 – Present

Bachelor’s Degree | AAB College – Faculty of Psychology | Psychology
October 2018 – July 2021

Trainings & Certificates

Training on “Functional Analysis and Body Psychotherapy”
August 2021 | Association of Albanian Psychologists of Macedonia

Training on Suicide Prevention Hotline Service
March 2021 | Center for Information and Social Improvement (NGO)

Certificate for Active Participation in the Conference “Psychological Correlates of the COVID-19 Pandemic”
October 2020 | AAB College

Publications

"Examination of internet addiction and online shopping in Kosovo students during the period of COVID" (co-author) | Prizren Social Science Journal
August 2022

Languages & Skills

English – Proficient user
Albanian – Native speaker

- Strong organizational and problem-solving skills
- Adaptable and capable of innovation
- Capable of working both independently and collaboratively
- Skilled in SPSS for statistical analysis
- Proficient in the MS Office suite

Others:
Driver’s license (Category B)