

# ZANA BIBLEKAJ

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## CORPORATE WORK:

### Findr, Operations Executive (full time)

February 2022 – November 2022

- **Liaised** and aided in creations of company objectives and execution plan for all departments to ensure deadlines are met. Managed and hosted daily, weekly, and quarterly meetings with all departments.
- Planned & managed a large range of projects such as: our go to market scheme, our season 3 podcast, our FAQs & How To videos, & our live demo. **Created standardised process maps** (lucid charts) for all our in-house operational processes.
- **Optimised** the following processes: hiring and termination processes of employees at Findr, our defect management practises (working closely with backend software developers to manage and resolve all internal and customer queries.)
- Implemented a benefits scheme into our workplace and collaborated with Marketing to create an employee handbook. Enhanced employee knowledge: complaints and queries about benefits and holidays **decreased by 65%** post implementation.
- **Oversaw client reporting, analytics** and customer success through discount codes, new users log and user deletions.

### ARN Hoxton, Bookkeeper & Accounts Assistant (full time)

February 2019 – May 2021

- Prepared and submitted VAT returns for **15+ clients** and ran monthly payroll for **100+ clients** per month, liaising with clients to retrieve missing information and deadline management.
- Received trainings and certifications for varied **accounting software** including **QuickBooks, Xero, Dext, BTC, Payroll Manager, Excel, Word, PowerPoint.**
- Drew up meeting minutes in all our team meetings and distributed them amongst the team. Lead the creation of the company website and logo with graphic designers.
- Managed & maintained **sales and purchase ledger accounts**, for our internal books and external clients.
- Liaised with **HMRC + Companies house**, settling investigations when necessary, actioning company formations and dissolutions and resolving IR35 enquiries for clients.
- Completed and submitted a wide range of forms including **64/8 Agent authorisation**, striking off a company, change of registered office address and removing/adding directors.
- Oversaw the budgeting for our clients in **property** and assisted them to remain within budget.

## PAID WORK:

- |  |                                      |
|--|--------------------------------------|
| • <b>GA Kings X Pullman Hotel, Food &amp; Beverage Team Member (full time)</b> | <b>July 2021 – November 2021</b>     |
| • <b>Pembroke Castle, Bar &amp; Floor Team Member (full time)</b>              | <b>May 2021 – July 2021</b>          |
| • <b>Waitrose, Customer Assistant (full time)</b>                              | <b>September 2018 – January 2019</b> |

## WORK EXPERIENCE/ VOLUNTEERING:

- |  |                                     |
|--|-------------------------------------|
| • <b>St Marys services, Trainee Bookkeeper</b>     | <b>January 2019 – February 2019</b> |
| • <b>4M Group, Architectural Internship</b>        | <b>July 2018 – August 2018</b>      |
| • <b>Agar Children's Centre, Nursery Assistant</b> | <b>April 2016 – July 2016</b>       |

## EDUCATION & QUALIFICATIONS:

### Front End Development – Boot Camp Spot – Currently Attending

#### AAT Level 3 Advanced Diploma – Merit

- Assistant Account Portfolio and Reflective EPAL3: **Distinction**
- Advanced Diploma Synoptic Assessment: **Merit**
- Advanced Bookkeeping: **Merit**
- Management Accounting; Costing: **Distinction**
- Final Accounts preparation: **Merit**
- Indirect Tax exams: **Pass**

#### AAT Level 2 Foundation Certificate - Merit

- Bookkeeping Transactions: **Distinction**
- Bookkeeping Controls: **Pass**

- Elements of Costing: **Pass**
- Using Accounting Software: **Distinction**
- Foundation Synoptic Assessment: **Merit**

**St Marylebone school**

- iGCSE's: 10 A\*- C: Mathematics **(7)**, English Literature **(9)** & English Language **(7)**

**INTERESTS/ SKILLS:**

- **Music:** ABRSM Piano grade 6, ABRSM Theory grade 6, School choirs and Christmas carols/performances.
- **Health and Fitness:** Gym enthusiast, enjoy a morning run along Regent's Park and fitness classes.