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| PERSONAL INFORMATION | Suela Selmani |
|  |
|   |  st. Tirana Re, Fushe-Kruja, 1052, Albania  |
| 00355 693531822  |
|  Selmani.suela@gmail.com  |
| Date of birth 05/12/1989 | Nationality Albanian |

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| WORK EXPERIENCE |   |

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| --- | --- |
| 09/2010 - 04/2011 | **Operator/Seller** |
| “IDS”, italian company of marketing for gas dhe electricity, Tirana* Answer incoming calls and respond to customer's emails
* Sell products and place customer orders in the computer system.
* Identify and escalate issues to supervisors
* Provide product and service information to customers
* Process orders, forms, and application
* Route calls to appropriate resources
* Document all call information according to standard operating procedures
* Upsell products and services
 |
| 12/2013 - 12/2015 | **Coordinator**  |
| “Avon Cosmetics” company, Tirana* Managing the project management of assigned launches
* Lead smaller launches in existing brands from conception to execution
* Provide quick turnaround of unanticipated requests
* Organize workflow to ensure effectiveness and efficiency; manage tight deadlines
* Monitoring and contributing to marketing campaigns
 |
| 04/2014 - 09/2014 | **Technical Support Specialist** |
| “Multiservice center”, Alosys, technical support for the Italian Company Fastweb, Tirana* Identifying hardware and software solutions
* Troubleshooting technical issues
* Resolving network issues
* Providing support in the form of procedural documentation
 |
| 09/2014- 11/2015 | **Sales Representative** |
| Service Company, “Plus Communication”, Tirana* Negotiating all contracts with prospective clients
* Giving sales presentations to a range of prospective clients
* Conducting surveys to study market reception opinions and trends
* Suggesting new sales techniques and methods to other fellow salespersons for the overall increase in sales
* Collecting payments and preparing and maintaining proper paperwork
* Preparing weekly and monthly reports
* Meeting or exceeding sales goals
 |
| 11/2015 - 01/2019 | **Specialist/Data analyst** |
| The operator of Electricity Distribution, “OSHEE sh.a.”, Fushe-Kruje* Planning and arranging the daily work
* Data processing and data entry
* Management of the working groups
* Meeting or exceeding monthly targets
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| 01/2019 - Now | **RF Engineer** |
| ”Seven Consulting” company, Tirana* Structural design of civil and industrial complexes in the residential sector of the working area using AutoCAD
* Data analysis and simulation with EMLAB
* Ensure Regulatory Standards are met
* Preparing final documentation for the client
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| EDUCATION AND TRAINING |   |

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| --- | --- | --- |
| **October 2012 - July 2014** | **Master of Science** in Telecommunications Engineering, Polytechnic University of Tirana  |  |
| * Technology of Network Designs with optical fibres
* Telecommunications in optical fibres
* Data transmission protocols
* Advanced numerical processing of signals
* Multimedia data processing
* Complex analysis
* Radiofrequency systems and measurements
* Satellite systems
* Advanced antenna engineering
* Network security
* ICT and e-business management
* Photoshop etc.
 |
|  **October 2008 - July 2011** | **Bachelor** in Telecommunications Engineering, Polytechnic University of Tirana  |
|  | * Electronic elements and technologies
* Basics of telecommunications
* Electronic systems
* Numerical processing of signals
* Advanced programming and algorithm
* Theory of electromagnetic field
* Computer architecture
* Data transmission networks
* Telecommunication systems
* Mathematical and Numerical analysis
* Physics
* Algebra and geometry
* Programming techniques and languages (programming in C++)
* Cybernation
* Electronics
 |
| **October 2011 – July 2016** | **Bachelor in** Finance Accounting**,** Agricultural University of Tirana, Faculty of Economics and Agrobusiness, part time. |  |
| * Microeconomics
* Macroeconomics
* Markets and Financial Institutions
* The basics of Marketing and Accounting
* Financial Mathematics/Accounting
* Public Finances
* Agricultural marketing
* Farms Management
* Money and Banks
* Career management
* Investments and Taxes
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| **May 2011 - June 2011** | Practice at "PLUS communication" in Tirana.I was acquainted with the technologies in this sector, the monitoring department where we monitored the communication system GSM / UMTS, department of IT Operation & Technical Support |  |

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| PERSONAL SKILLS |   |

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| --- | --- |
| Mother tongue(s) | ALBANIAN  |
|  |  |
| Other language(s) | UNDERSTANDING  | SPEAKING  | WRITING  |
| Listening  | Reading  | Spoken interaction  | Spoken production  |  |
| ENGLISH | C1 | C1 | C1 | C1 | C1 |
|  |  |
| ITALIAN | B2 | B2 | B2 | B2 | B2 |
|  |  |
| SPANISH |  B2 |  B2 |  A1 |  A1 |  - |
|  |  |  |  |  |  |
| GERMAN |  B2 |  B2 |  B2 |  B2 |  B2 |
|  |  |  |  |  |  |

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| Communication skills | * Good communication skills gained through my experience as sales representative and manager
* Friendly personality
* Active listening
* Adaptive to communication style to the audience
* Giving and receiving feedback
* Empathy
* Respect
* Responsiveness
* Understanding nonverbal cues
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| Organisational / managerial skills | * Based on the academic/professional background and leadership skills indicate my ability to be organized and flexible
* Multitasking
* Strategic thinking
* Problem solving
* Assessment and evaluation
* Productivity
* Creating and keeping deadlines
* Delegation
* Goal setting and meeting goals
* Working with data
* Reviewing, reporting, and research
* Coordinating and executing events
 |

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| Job-related skills | * [**Strong Work Ethic**](http://jobs.aol.com/articles/2014/02/12/soft-skill-work-ethic/)
* [**Positive Attitude**](http://jobs.aol.com/articles/2014/02/10/soft-skill-positive-attitude/)
* [**Good Communication Skills**](http://jobs.aol.com/articles/2014/02/10/soft-skill-good-communication/)
* [**Time Management Abilities**](http://jobs.aol.com/articles/2014/02/11/soft-skill-time-management/)
* [**Problem-Solving Skills**](http://jobs.aol.com/articles/2014/02/13/soft-skill-problem-solving/)
* [**Acting as a Team Player**](http://jobs.aol.com/articles/2014/02/11/soft-skill-team-player/)
* [**Ability to Accept and Learn from Criticism**](http://jobs.aol.com/articles/2014/02/14/soft-skill-accepting-and-learning-from-criticism/)
* [**Working Well Under Pressure**](http://jobs.aol.com/articles/tag/work%2Bunder%2Bpressure/)
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| Digital skills | SELF-ASSESSMENT |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |
|  | * Excellent knowledge of Microsoft Office (MS Word, Excel, PowerPoint, Outlook)
* Good knowledge of Network and Information security
* Good knowledge of WordPress and AutoCAD
* Actively use a wide range of communication tools (e-mail, chat, SMS, instant messaging, blogs, micro-blogs, social networks) for online communication.
* Can use advanced features of communication tools (e.g. video conferencing, data sharing, application sharing).
* Can use advanced formatting functions of different tools (e.g. mail merge, merging documents of different formats, using advanced formulas, macros).
* Frequently check the security configuration and systems of my devices and/or of the applications I use
* Can save information found on the internet in different formats. I can use cloud information storage services
* Frequently update my digital skills.
 |

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| Other skills | * Visionary
* Hardworking
* Desire to learn
* Trustworthy
* Responsible
* Punctual
* Creativity
* Dedication
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| Driving licence | B |

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| ADDITIONAL INFORMATION |   |

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| Courses | Teaching a group of around 20 people about creating and maintaining a Web Page using WordPress(October 2017 – December 2017).  |

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| ANNEXES |   |

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| --- | --- |
|  | * Database developer – MS SQL Certificate
* ESU CAMBRIDGE ALBANIA Certificate
* Youthpass Certificate - Web Design
* Information Systems, Intermediate C programs Certificate
* Financial program 5 Certificate
* Alpha Web Certificate
* Accounting professional training program Certificate
 |