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| PERSONAL INFORMATION | Suela Selmani |
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|  | 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 | | | | | | | | |
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| 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 | | - | |
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| 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+under+pressure/) |

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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 |