

EUROPEAN
CURRICULUM VITAE
FORMAT



PERSONAL INFORMATION

First name / Surname **NAJADA (BEGAJ) BËSHTIKA**
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Nationality **Albanian**
Date of birth **06/05/1983**

WORK EXPERIENCE

- Dates
- Company
- Position held
- Main activities and responsibilities

May 2018-
AULEDA- Local Economic Development Agency of Vlora, Albania
Management and Organization Analyst
Duties

- assisting and encouraging the development of objectives, strategies and plans aimed at achieving customer satisfaction and the efficient use of organisations' resources
- discussing business and organizational shortcomings with clients
- analyzing and evaluating current systems and structures
- discussing current systems with staff and observing systems at all levels of organization
- directing clients towards more efficient organization and developing solutions to organizational problems
- undertaking and reviewing work studies by analyzing existing and proposed methods and procedures such as administrative and clerical procedures
- recording and analyzing organizations' work flow charts, records, reports, manuals and job descriptions
- preparing and recommending proposals to revise methods and procedures, alter work flows, redefine job functions and resolve organizational problems
- assisting in implementing approved recommendations, issuing revised instructions and procedure manuals, and drafting other documentation
- reviewing operating procedures and advising of departures from procedures and standards

<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p><i>November 2016 – June 2017</i></p> <p>Nisatel, Public Communications Operator, Vlorë , <i>Albania</i>.</p> <p>Key Account Manager</p> <p>Responsible for managing key accounts, maintaining a long term relationship with accounts and maximising sales opportunities within them.</p> <p>Duties:</p> <ul style="list-style-type: none"> - Playing an integral role in new bussines pitches and hold responsibility for the effective on-boarding of new clients. - Responsible for the development and achivement of sales through the direct sales channel. - Focusing on growing and developing existing clients, together with generating new business. - Write bussines plans for all current and opportunity tender business. - Act as the key interface between the customer and all relevant divisions.
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p><i>November 2013 - September 2016</i></p> <p>Xerox Company , Vlorë , <i>Albania</i>.</p> <p>Human Resources Manager</p> <p>Maintains and enhances the organisation's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.</p> <p>Duties:</p> <ul style="list-style-type: none"> - Reports and analysis of : <ul style="list-style-type: none"> • employees movement data • employments • dismissions - Informs the company and employees about the management issues of the staff. - Guarantees full confidence of personal data. - Informs the employer about the violation of the discipline. - Takes part in relative activities of recruitment. <ul style="list-style-type: none"> • in selecting the staff • in job fairs • in updating the department data - Develops and executes the procedures established of Human Resources. - Offers administrative support of one or more specialised functions of HR, such as : compensation, benefits, employees relations. - Processes the staff documents, takes note of statistical data and deals with very confidential materials. - Answers the general questions and investigates different fields of HR; - Assists in new employments orientation. - Keeps database and register of the employees, gives infomation about the employees in issues related to forms and registers of the staff. - Keeps the internal files of the data and develops reports to fulfil the demands of management and the HR staff. - Prepares reports and controls for the procedures of monitoring efficiency at work. - Ensures that everything is in accordance with the rules and procedures of the company and conform to the existing rules and laws. - Responsibility fields include HR policies, developments, instructions, interpretations, solutions for problematic issues of the employees, their complaints, orientation of the new employees. - Responsibility to manage all the base wages and relevant documents. - Develops and administrates the proactive programs, procedures and policies connected to the activity of relations between employees. - Ensures that the legal requests are fulfilled. - Responsibility to complete the incorrect results achieved by monitoring the employees.
<ul style="list-style-type: none"> • Dates • Company • Position held 	<p><i>April 2011 -October 2013</i></p> <p>Xerox Company , Vlorë , <i>Albania</i>.</p> <p>Marketing Manager</p>

<ul style="list-style-type: none"> • Main activities and responsibilities 	<p>Manages the day to day marketing activities of the organisation and long term marketing strategy for the company.</p> <p>Duties:</p> <ul style="list-style-type: none"> - Managing all marketing for the company and activities within the marketing department. - Developing the marketing strategy for the company in line with company objectives. - Co-ordinating marketing campaigns with sales activities. - Overseeing the company's marketing budget. - Creation and publication of all marketing material in line with marketing plans. - Planning and implementing promotional campaigns. - Manage and improve lead generation campaigns, measuring results. - Overall responsibility for brand management and corporate identity. - Preparing online and print marketing campaigns. - Monitor and report on effectiveness of marketing communications. - Creating a wide range of different marketing materials. - Working closely with design agencies and assisting with new product launches. - Maintain effective internal communications to ensure that all relevant company functions are kept informed of marketing objectives. - Analysing potential strategic partner relationships for company marketing. - Responsibility for the implementation of the company-wide Brand Transition. - Successful implementation of brand positioning and communication in an international environment. - Idea-finding and concept implementation for successful brand management. - Further development and internationalization of the existing brand. - Interface management (internal / external).
<ul style="list-style-type: none"> • Dates 	<p>February 2010 – March 2011</p>
<ul style="list-style-type: none"> • Company 	<p>XL World, Xerox Company , Vlorë , <i>Albania</i>.</p>
<ul style="list-style-type: none"> • Position held 	<p>Recruitment Manager</p>
<ul style="list-style-type: none"> • Main activities and responsibilities 	<p>Oversees the recruiting and human resource functions of the business. They are responsible for the drafting, interviewing, and selection of prospective employees. Recruitment managers may perform functions as they relate to their companies.</p>
	<p>Duties:</p>
	<ul style="list-style-type: none"> - Maintain, review and update human resource software applications. - Supervise staff . - Attend meetings, conferences and other appointments. - Review, develop and implement policies and guidelines. - Advise department managers and staff on labor laws and regulations. - Develop job descriptions and employee specifications. - Design or review application forms and other HR documents. - Approve prospective short lists and new hires. - Perform job assessment and reviews. - Conduct redundancy exercise. - Learn about new regulations and legislations.
<ul style="list-style-type: none"> • Dates 	<p>11/12/2009 - 11/01/2010</p>
<ul style="list-style-type: none"> • Company 	<p>'Vatra' Psychosocial Centre , Vlorë , <i>Albania</i>.</p>
<ul style="list-style-type: none"> • Position held 	<p>Psychologist Assistant (Volunteer)</p>
<ul style="list-style-type: none"> • Main activities and responsibilities 	<p>Participation as Psychologist Assistant in projects connected to help and support children in need and violated women.</p>
<ul style="list-style-type: none"> • Dates 	<p>29/07/2009 – 29/08/2009</p>
<ul style="list-style-type: none"> • Company 	<p>Tirana International Hotel , 5* , Tirana , <i>Albania</i>.</p>
<ul style="list-style-type: none"> • Position held 	<p>Marketing Specialist (Volunteer)</p>
<ul style="list-style-type: none"> • Main activities and responsibilities 	<ul style="list-style-type: none"> - Finding appropriate solutions to the marketing program. - Organising and studing the market. - Articles for the press. - Organising the promoting events. - Evaluating the results of the marketing events. - Assisting in writing the reports and analysis of the data by the manager. - Updating the online pages and websites connected to different campaigns. - Writing online materials.

	<ul style="list-style-type: none"> - Analysis and studies of sale techniques. - Marketing plans.
EDUCATION AND TRAINING	
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p>22/05/2017 – 13/07/2017</p> <p>National Training Service, Vlorë , Albania.</p> <p>Tourist Guide</p> <p>The basics of guiding the tourist group.</p> <ul style="list-style-type: none"> -Characteristics of leadership -Techniques of communication -Varieties and differences of touristic packages <p>Guiding walking tours</p> <ul style="list-style-type: none"> -Previous leadership of the standing group -Rating the tourist group on the walking tours <p>Guiding driving tours</p> <ul style="list-style-type: none"> -Pre-guiding driving tour procedures -Managing the driving tour on the move.
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p>19 – 23 September 2016</p> <p>Nucleus Albania, Tirana , Albania.</p> <p>Training for " Business Consultant"</p> <p>The object of special training was to convince the youth to have an entrepreneurship spirit as a group, to apply the nucleus method as a means for promoting micro, small and medium enterprises (NMVM).</p>
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p>June 2013 - July 2015</p> <p>Xerox Company, Iasi, Romania.</p> <p>Xerox Systems Training</p> <p>Human Resources Manager</p> <ul style="list-style-type: none"> - TALEO - GEMS
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p>10/02/2009 – 09/05/2009</p> <p>Best Western Golf Hotel Quattrotorri 4*, Perugia, Italy.</p> <p>Trainee</p> <ul style="list-style-type: none"> - Front – Office activities, Reception. - Analysis and studies for sale techniques. - Marketing plans.
<ul style="list-style-type: none"> • Dates • Company • Position held • Main activities and responsibilities 	<p>07/07/2008 – 10/10/2008</p> <p>Concerto Hotels, Florence, Italy.</p> <p>Trainee</p> <ul style="list-style-type: none"> - Analysis and studies of the market and the reality of the companies. - Operative and mix marketing, techniques study, marketing plans. - Negotiations with the clients.
<ul style="list-style-type: none"> • Dates • Title of qualification awarded • Principal subjects/ occupational skills covered 	<p>May 2008 – May 2009</p> <p>Master Degree in "Tourism Quality Management", Rome, Italy.</p> <p>9 Professional Certificates</p> <ul style="list-style-type: none"> - Front – Office Manager - Touristic Marketing - Food & Beverage Manager - Expert of Financial Administration and Management - Professional Congress Organizer - PCO

- Expert in Wellness and Thermal Bath Complex
- Expert in Cruise ships Tourism
- Audit in systems of management of the quality/ security/HACCP
- Expert in EMAS ECOLABEL

- Dates October 2002 – July 2008
- Name and type of organisation providing education and training **University for Foreigners Perugia, Italy.**
- Thesis “Italian Language and Culture” Faculty
- Evaluation “Didactic Materials for Italian Language L2, produced in Albania. Analysis and methodological - didactic reflections”
Prof: Dr. Mauro Pichiassi
100/110
- Dates 1998 – 2002
- Name and type of organisation providing education and training **“Ali Demi” High School, Vlorë, Albania.**

**PERSONAL SKILLS
AND COMPETENCES**

MOTHER TONGUE **ALBANIAN**

OTHER LANGUAGES

- | | ITALIAN | ENGLISH |
|-------------|----------------|----------------|
| • Listening | Excellent | Very well |
| • Speaking | Excellent | Very well |
| • Writing | Excellent | Very well |

SOCIAL SKILLS
AND COMPETENCES

- Good communications skills
- Team spirit
- Good ability to adapt to multicultural environments, gained through work experience.

ORGANIZATIONAL SKILLS
AND COMPETENCES

- Leadership
- Sense of organisation
- Achieve deadlines
- Time management

TECHNICAL SKILLS
AND COMPETENCES

- Microsoft Office
- Photoshop
- Internet

DRIVING LICENSE(S) Class B

ADDITIONAL INFORMATION

- Certificates
- References
- Degrees