

Curriculum Vitae

Personal information

First name(s) / Surname(s) **Armend Vokshi**
Address Ferhat Binishi Nr.9
50000 Gjakovë (Kosovo)
Telephone(s) +381 390 327 851
E-mail(s) armend.vokshi@hotmail.com
Nationality Albanian
Date of birth 19 May 1986
Gender Male



Mobile +377 44 416 600
+355 67 200 00 94

Work experience

Dates	01.04.2013 - present
Occupation or position held	<u>Regional Manager and Deputy Chief Executive Officer</u>
Main activities and responsibilities	Regional Manager of the Company in one part of Kosovo (Branch office in the Region of Dukagjini - Prizren) and Deputy Chief Executive Officer for the Company in Albania (Tirana). Improve productivity, customer relations and service, and surpassing regional goals. Assessing the productivity and achievements of the stores, project studios, construction companies, building companies. Recommending changes and applying, Mentoring employees, Implementing and enforcing company regulations, Planning and coordinate sales training sessions, Recruiting, interviewing and dismissing employees, Reviewing measures to achieve performance, targets, Attending conferences, events and meetings, Leading, Preparing, reviewing and reporting on budgets and expenditure, Negotiating contracts and deals, responsible for the budget and managing it.
Name and address of employer	M-Technologie (By Mabetex Group) Add1: Lebanë, 10000 Prishtinë (Kosovo) Add2: Rr. Kavajës (Qendra Gurten zyra nr 312), 1000 Tiranë (Albania)
Type of business or sector	Producer of Alu & Pvc windows, doors, construction facades. Trade of ceramic, laminate, sanitary.
Dates	01 July 2009 → 31.03.2013
Occupation or position held	<u>Director and chief executive</u>
Main activities and responsibilities	Assure that the organization has a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress. Provide leadership in developing program, organizational and financial plans with the Board of Directors and staff, and carry out plans and policies authorized by the board. Promote active and broad participation by volunteers in all areas of the organization's work. Maintain official records and documents, and ensure compliance with federal, state and local regulations. Be responsible for the recruitment, employment, and release of all personnel, both paid staff and volunteers. Be responsible for developing and maintaining sound financial practices. See that the board is kept fully informed on the condition of the organization and all important factors influencing it
Name and address of employer	LESNA Shpk Aut. Tiranë-Durres Km2 (Rruga dytesore ne te majte), 1000 Tiranë (Albania)

Type of business or sector	Producer of Furniture, Windows, Outdoors, Indoors, wood accessories. Trade Import-Export
Dates	01 January 2009 - 30 June 2009
Occupation or position held	<u>Sales department manager</u>
Main activities and responsibilities	Responsible of all sales activities, departments and personnel involved in Sales for the Company, analyze sales statistics to determine business growth potential, analyze sales statistics to determine business growth potential, oversees all hiring, training and firing of personnel involved in Sales, Develops, or participates with the staff, in the development of the Strategic Marketing Plan for the Company, Directs departments to achieve objectives established in the Company's Strategic Plan, Seeks out and targets new customers and new sales opportunities, initiates action plan to approach and secure new business for the Company Preparing Sales Plans and directs sales force activities to maximize sales volume and profit from all segments of the market, responsible of three branches of company (Kosovo, Albania, Macedonia), Preparing weekly, monthly reports. responsible for Import and Export of company's products
Name and address of employer	JonaMed Shpk Lagja e Vneshtave, 10000 Prishtinë (Kosovo)
Type of business or sector	pharmaceutics wholesale
Dates	02 June 2008 - 31 December 2009
Occupation or position held	<u>Pension Adviser</u>
Main activities and responsibilities	To Follow and implement a business plan and sales strategy for the market that ensures attainment of company sales goals and profitability, assists in the development and implementation of marketing and sales plans as needed, provides timely feedback to Management of the Company or Heads of Departments regarding performance, creates and conducts telephone calls to set an appointment with respective clients, creates and conducts follow up meetings, phone calls, e-mails, and letters in manner to either conclude a contract or expand existing clients portfolio, controls expenses to meet budget guidelines, initiates and coordinate development of action plans to penetrate new markets, to resolve costumer complaints regarding sales and service, monitor customer preferences to determine focus of sales efforts, direct and coordinate activities involving sales of services, review operational records and reports to project sales and determine profitability, direct, coordinate, and review activities in sales and service accounting and recordkeeping, and in receiving and shipping operations, adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented the team. Confer or consult with management of the Company or Heads of departments to plan advertising services and to secure information customer specifications, represent Company at meetings, seminars, workshops and other similar events including also all sorts of media to promote Company activities, assess marketing potential of new existing sales channel
Name and address of employer	Slovenia - Kosovo Pension Fund Sh.a Lagja Pejton, "Mujo Ulqinaku" bl.4 no.6, 10000 Prishtinë (Kosovo)
Type of business or sector	Financial and insurance activities
Dates	01 October 2007 - 31 May 2008
Occupation or position held	<u>Sales and Project Manager</u>
Main activities and responsibilities	Responsible for clients liabilities, responsible for their demands, preparing monthly reports, controlling the company's account, organizing Mystery Shopping's Projects, responsible for 2 employers duties and participant in many seminars of Mystery Shopping
Name and address of employer	Better Sevice Kodra e diellit, te Banesat e bardha, 10000 Prishtinë (Kosovo)
Dates	01 November 2005 - 30 April 2006
Occupation or position held	<u>Sales department manager</u>
Main activities and responsibilities	Maintenance of the correspondence between internal and external clients and responsible for client's liabilities, preparing daily/monthly reports
Name and address of employer	PIKO Tel Str. Nena Tereza, afer Policise 91, 10000 Prishtinë (Kosovo)
Dates	01 October 2003 - 30 September 2004

Occupation or position held	Commercial designer
Main activities and responsibilities	Responsible for sales process of making new contacts, research the market, and designed Business cards, calendars, brochures, pencils, lighter ...
Name and address of employer	Pula Design Lagja Kurriizi, 500000 Gjakovë (Kosovo)

Education and training

Dates	15 October 2010 → 15.10.2011
Title of qualification awarded	<u>Master of Science in Public Administration</u>
Principal subjects / occupational skills covered	Public sector Management and Administration; Evaluation of public policies; Budget Analysis (national and local), Human Resources and Career Development; Business Ethics; Operational Management and Quality Management; International Marketing.
Name and type of organisation providing education and training	European University of Tirana (EUT) (University) Bulevardi "Gjergj Fishta", Nd.70, H.1, Njësia Bashkiake Nr.7, 1001 Tiranë (Albania)
Dates	01 October 2009 - 19 October 2010
Title of qualification awarded	<u>Professional Master Program in Business Administration</u>
Principal subjects / occupational skills covered	Administration of SME Business (Small and Micro Enterprises), Management of Marketing, Operational Management and Quality Management; Management and Evaluation of Projects; Financial Management; Strategic Management; Management Information System; Theory and Models of Entrepreneurship; Business Ethics.
Name and type of organisation providing education and training	European University of Tirana (EUT) (University) Bulevardi "Gjergj Fishta", Nd.70, H.1, Njësia Bashkiake Nr.7, 1001 Tirana (Albania)
Dates	01 October 2004 - 27 July 2007
Title of qualification awarded	<u>Bachelor's Degree</u>
Principal subjects / occupational skills covered	International Business, international finance, international marketing, business strategy, financial and monetary policy, Banks, International diplomacy, Public Finance, SME Management, Human resources.
Name and type of organisation providing education and training	Iliria Royal University (University) Rruga Gamend Zajmi nr.75, 10000 Prishtina (Kosovo)
Dates	15 August 2000 - 15 May 2004
Title of qualification awarded	<u>Diploma</u>
Principal subjects / occupational skills covered	Mathematical sciences, social sciences, natural sciences
Name and type of organisation providing education and training	Gymnasium "Hajdar Dushi" (High School) Nena Tereza afer stadiumit Vellaznimi, 50000 Gjakova (Kosovo)
Dates	22 July 2009 - 24 July 2009
Title of qualification awarded	<u>Certificate</u>
Principal subjects / occupational skills covered	Project Fundamentals, Project Organisation and Behaviour, Project Planning and Control, Commercial Realities for Project Management, Risk and Safety Management, Project Strategy and Leadership, Knowledge for Project Management, Technical Implementation - Team Project, Individual Project
Name and type of organisation providing education and training	Expic (training program) Rr. e Vushtrris p/n. (te Cikllana), 10000 Prishtinë (Kosovo)
Dates	01 September 2006 - 21 September 2006
Title of qualification awarded	<u>Certificate</u>
Principal subjects / occupational skills covered	Marketing department, Finance and administration, client adviser, production process
Name and type of organisation providing education and training	DPZT Armendi (Private Company) Ilir Soba Nr28, 50000 Gjakovë (Kosovo)

Dates	10 June 2006 - 30 June 2006
Title of qualification awarded	<u>Certificate</u>
Principal subjects / occupational skills covered	Banks policies and credit analyses
Name and type of organisation providing education and training	Perpetum Mobile (Training company) Rr. Nena Tereza (ne objektin e odes Ekonomike te Kosoves), 10000 Prishtinë (Kosovo)
Dates	07 August 2006 - 25 August 2006
Title of qualification awarded	<u>Certificate of Internship</u>
Principal subjects / occupational skills covered	Training Departments: Cashier, Client Adviser, and Credit Analyst
Name and type of organisation providing education and training	Kasabank (now NLB Prishtina) (Bank) rr. Nena Tereza Nr. 363, 50000 Gjakova (Kosovo)
Dates	18 June 2007 - 31 August 2007
Title of qualification awarded	<u>Certificate of Internship</u>
Principal subjects / occupational skills covered	Preparing monthly reports for SME segment, Identifying and recruiting SME clients, managing and monitoring SME portfolio, Analyzing client's financial situation, proposing loans for approval, collecting client's deposits, preparing loan documents and sent for approval, monitoring, visiting client's business, installing E-banking, assisting in Card Business and in SFE (Sales Force Effectiveness) project.
Name and type of organisation providing education and training	Raiffeisen Bank Kosovo (Bank) Rruga UÇK 51, 10000 Prishtinë (Kosovo)

Personal skills and competences

Other language(s)

Self-assessment
European level ()*

English

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient user	C1	Proficient user	C1	Proficient user	B2	Independent user	C1	Proficient user

(*) [*Common European Framework of Reference \(CEF\) level*](#)

Organisational skills and competences

My work experience, professional background and extra-professional activities have their roots in my dedication toward duties that I am responsible for. I am able to work as a Leadership, because my experience on management gave me knowledge of organization the duties of company or organization.

Leadership

Sense of organisation (experience in logistics)

Good experience in project or team management

Experience on strategy plans, projects, presentation, and ability to find problems solutions.

Technical skills and competences

Good command of quality control processes (I was responsible for the implementation of quality audit in my dept)

I have technical quality of finance software's, banking reports

Computer skills and competences

Excellent Command of Microsoft Office tools (Word, Excel, PowerPoint, Outlook, Access, Publisher)
Other software as: Adobe Reader, Adobe Acrobat, Financial software, AutoCAD.

Artistic skills and competences	Design and Creativity, is one of my skills which I had good experience by working on a company before. Writing, which I had opportunity to be in many seminars, trainings.
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Driving licence(s)	B, B1
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Additional information	I was part of a daily conference in Skopje with Mr. Jay Conrad Levinson, which is the producer of Guerrilla Marketing books. Main objective of the training program was Marketing Ideas and Creativity. On 28.10.2008 I've been part in seminar in Macedonia/Skopje, which was organized from Triple S (Company of trainings) and CBOT (Company which apply the Mystery Shopping System). The topic was for Costumer Care and how to buy.
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