





PERSONAL INFORMATION

Edona Turtulla Rada



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Sex Female | Date of birth 04/18/1979 | Nationality Albanian

JOB APPLIED FOR

XXXXXXXXXXXX

WORK EXPERIENCE

Replace with dates (05/2014 - till)

Deputy Director For Business Relation and income generation
 Center of Competence, Lagjja Dardania II - Prizren, Kosovo;
www.qkprizren.wordpress.com

Responsible for the daily operation and ongoing development of the Centre of Competence and supports students to professional practice, including teacher training and preparation of materials;

- Responsible for the development of activities for income generation in CC through:
- Organization of courses open to entrepreneurship for people of the local community;
- Organize training for job seekers in cooperation with the employment office;
- Organization of fairs products, where private companies could them presented their products
- Responsible for good relations and close cooperation between CC and private companies and public institutions;
- Provision of various agreements for professional practice for all students and teachers in these organizations;
- Frequent contacts with relevant companies to ensure that training is required by the labor market.
- Useful in the development of the institution of a high quality and relevant to labor market
- have a clear orientation toward the future of the institution, objectives and vision CoC send in an institution of high level training

Business or sector Vocational Education and Training

Replace with dates (06/2008 -05/2014)

Client Relation Manager

Procredit Bank, Zahir Pajaziti n. n. – Prizren, Kosovo; www.procreditbank-kos.com

- Maintenance the outstanding loan portfolio
- Identify the needs of the companies selected as Medium & Large
- Acquire new clientele
- Flexibility on professional development
- Conduct financial analyses for large and medium enterprise

Business or sector Banking / Financial Sector

Replace with dates (01/2006 -05/2008)

Senior Client Advisor

Procredit Bank, Zahir Pajaziti n. n. – Prizren, Kosovo; www.procreditbank-kos.com

- Supervise the branch client advisors and supervise the daily operations and service offered to clients
- Controlling the cash box transactions and the overall cash positions
- Client advising for every day works of business clientele
- Transfers, POS, Cash, Card etc.

Business or sector Banking / Financial Sector

Replace with dates (06/2002 -01/2006)

Client Advisor – business corner

Procredit Bank, Zahir Pajaziti n. n. – Prizren, Kosovo; www.procreditbank-kos.com

- Supervise the branch client advisors and supervise the daily operations and service offered to clients
- Controlling the cash box transactions and the overall cash positions
- Client advising for every day works of business clientele
- Transfers, POS, Cash, Card etc.

Business or sector Banking / Financial Sector

EDUCATION AND TRAINING

Replace with dates (from - to)

Graduated Economist Degree (October 1998 – July 2003)

University of Prishtina, Economic Faculty – Kosovo

Management & Informatics

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PERSONAL SKILLS

Mother tongue(s)

Albanian

Other language(s)

English
Serbian
Turkish

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
B2	B2	B2	B2	B2
B2	B2	B2	B2	B2
B2	B2	B2	B2	B2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through customer service experience, interactive communication, training, workshop etj

Organisational / managerial skills

- Leadership (in the latest position managed a team of 34 people)

Job-related skills

- Ability to work under pressure, punctual, being an effective part of the team.

Computer skills

Microsoft Office, Lotus Notes, etc.

Driving licence

- B1, B, BE, M, L, T

ADDITIONAL INFORMATION

Trainings Attended

- First Aid; Fire Fighting; English Language Course – Procredit Academy – Furth, Germany; Credit Registry Training (Central Bank of Kosovo); Enhancing Writing Skills Training; Customer Care Training; Professional Leadership Training; Educational Leadership 12/01/2015 180 hours of 7 modules . 8 ECDL modules, monitoring and self-esteem AKK , financial capacity building of ILO Turin , development of human resources ILO Torino , management of training institutions ILO, job description and organizational chart of CC GIZ , LUX Dev sectorial development, Monitoring and Evaluation LUX Dev, PPP Ministry of Finance, Curricula development MEST etc

Honours and awards

References

ANNEXES

- University Diploma
- Certificates