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| Edvina

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| edvina.351237@2freemail.com  |
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| **Objective**Looking for a position to utilize my skills and abilities in the field of administration that offers a professional growth and challenging opportunities, while being a resourceful, innovative and flexible team player. |

Education1. **High** **School**: “Leonik Tomeo”, Durres, Albania

 **Diploma**: High School Diploma **Duration**: September 2009 – July 20121. **University**: “Vitrina University”, Durres, Albania

**Diploma**: Bachelor Part-time Diploma in Political Science and Jurisprudence Lawyer Assistant**Duration**: October 2012 – March 20141. **Company**: S.O.G.E.T SPA in partnership with Vitrina University

Training on openingand closing the last will **Duration**: January 2013 – June 2013**SKILLS****Languages** : Albanian (mother language)English (proficient user)Italian (independent user)**Team** **Work**: good ability to adapt to multicultural environments)Sharing and discussing ideas to solve problems at workAttention to detailResponsibleQuick learnerFlexible**Computer** **skills**: competent with Microsoft Office Tools (Word, Excel and PowerPoint) |  |

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| D1522Experience1. **Company**: *Agolli&Co Legal Service Office in Penal, Civil and Labor Law*

**Job** **Title**: Legal Assistant**Duration**: June 2012 – March 2015 **Description:** * Preparing the documents such us Control Procedures.
* Typing, formatting, amending contracts, letters and other legal documents
* Providing secretarial and paralegal support to a team of solicitors
* Greeting visitors who come to the office and introducing them to their solicitor
* Investigating facts and law and calling upon witnesses to testify at hearing
* Recording and submitting expense forms
* Writing replays to points of dispute with clients
* Coordinating and arranging meeting and diary schedules
* Photocopying, scanning documents and faxing as required
* Managing cause of clients and offering them assistance
* Reviewing contract documents, specifications of documentation
* Ensuring timely preparation of documentation deliverables
1. **Company**: *Sheraton Hotel Abu Dhabi UAE*

**Job** **Title**: Costumer Care Supervisor**Duration**: May 2015 – September 2016**Description** :* Set up the new customer accounts.
* Process orders, forms, applications and request.
* Organizing workflow to meet costumer time frames.
* Direct request and unresolved issues to the designated resource manage costumer accounts.
* Managing costumer accounts, maintaining costumer databases, managed administration, follow-up on customer interactions.
* Keeping records of customer interactions and transaction.
* Records detail of inquiries, comments and complaints.
* Communicate and coordinate with internal departments, provide feedback on the efficiency of the customer service process.
1. **Company**: *Al Rumaithy Company Abu Dhabi UAE*

**Job** **Title**: Event Coordinator**Duration**: October 2016 – December 2016**Description** :* Coordinating and monitoring event timelines and ensuring deadlines are met.
* Initiating coordinate and/ or participates in all efforts to publicize event.
* Editing design promotional materials.
* Preparing presentations, create invite list.
* Developing and oversee fundraising events.
* Negotiating and secure event space.
* Secure sponsorship, work with printer and designer to develop event invitations.
* Send out invitation and manage RSVP list, manage correspondence.
* Hire staff to manage the event, including bouncers and security personal.
* Coordinate event logistics, including registration and attendance tracking, presentation and materials support and pre-and post-event evolutions.
* Keep inventory of backdrops, projectors, computers and other display materials.
* A highly professional telephone manner and effective at managing difficult callers.
* Identifying daily tasks that need to be done and delegating them through effective communications.
* Building professional relationships with all sales staff.
* Communicating key messages to team members.
* Meeting and exceeding all agreed performance objectives
* Extensive sales and customer service supervisory experience in the service sector
* Patient and calm under pressure
* Possessing a high level of drive and determination
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