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| Edvina  |  | | --- | | [edvina.351237@2freemail.com](mailto:edvina.351237@2freemail.com) | |  | |  | |  | |  | |  | | **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. |  Education  1. **High** **School**: “Leonik Tomeo”, Durres, Albania   **Diploma**: High School Diploma  **Duration**: September 2009 – July 2012   1. **University**: “Vitrina University”, Durres, Albania   **Diploma**: Bachelor Part-time Diploma in Political Science and Jurisprudence Lawyer Assistant  **Duration**: October 2012 – March 2014   1. **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 work  Attention to detail  Responsible  Quick learner  Flexible  **Computer** **skills**: competent with Microsoft Office Tools (Word, Excel and PowerPoint) |  | |  | | --- | | D1522Experience  1. **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 | |  | |  | |