



Arbnora MUQAJ - FROKU

Date of birth: 08/11/1982 | **Nationality:** Albanian | **Gender:** Female | (+377) 44237250 | nmuqaj@yahoo.com | Nebih Gashi, BL-B1, KT-6 -NR-27, 10000, Prishtine, Kosovo

● EDUCATION AND TRAINING

2006 – 10000, Prishtine, Kosovo
MASTER ON PSYCHOLOGY – University of Prishtina

2003 – 2006 – 10000, Prishtine, Kosovo
DIPLOMA -BACHELOR ON PSYCHOLOGY – University of Prishtina

1997 – 2002 – Gjakove, Kosovo
DIPLOMA ON MEDICAL SECONDARY SCHOOL – Secondary School Hysni Zajmi

05/2015 – 10/2015 – 10000, Prishtina, Kosovo
CERTIFICATE IN MAJEUTIKA – Ministry of Education

2009 – 2009 – Gjakove, Kosovo
CERTIFICATE -TRAINING FOR DROPOUT PREVENTION – AVSI- Associazione Volontari Per Il Servizio Internazionale

2005 – 10000, Prishtina, Kosovo
CERTEFICATE IN TRAINING FOR HUMAN RIGHTS AND AGAINST TRAFFICKING – Ministry Of Culture, Youth and Sport, Kosovo

Youth Ambassador for Human Rights and Against Trafficking

2004 – 10000, Prishtine, Kosovo
CERTEFICATE IN AN INTERNATIONAL TRAINING SEMINAR – University Of Pristine, Department Of Psychology

"New Developments in Psychotherapy, Psychosomatic Medicine and Psychiatry

2003 – 10000, Prishtina, Kosovo
CERTIFICATE ON TRAINING – Kosovo Centre For Rehabilitation Of Tortured People

"Stress, Trauma, Torture and Consequences; Identifying and Treating Victims of the Torture and Traumatized People"

09/2003 – 11/2003 – Gjakove, Kosovo
CERTIFICATE IN CHILD PSYCHOTHERAPY TRAINING KOSOVO – Children For Tomorrow

● LANGUAGE SKILLS

Mother tongue(s): ALBANIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ORGANISATIONAL SKILLS

Organisational skills

I have teamwork abilities, good interpersonal skills and ability to work. I organised meetings with parents of minority children, I visited minority families to see their living conditions to know reasons why their children abandoned school, etc

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Communications Skills (listening, verbal, written), Flexibility to adapt and manage priorities, Interpersonal Abilities openly expresses ideas, negotiate differences, cooperate and work well with others Leadership/Management Skills. Ability to lead and directs others, to manage conflict, help team members set and achieve goals. Organizing. Ability to design, plan, organize, and implement projects and tasks within timeframe. Teamwork. Ability in building trust relationships with beneficiaries and colleagues.

● WORK EXPERIENCE

02/08/2017 – 01/01/2020 – Prishtina

PROJECT COORDINATOR – TERRE DES HOMMES KOSOVO

Quality assurance and timely implementation of all project activities in collaboration with other team members and partners in accordance with donor requirements.

Planing, organization and implementation of activities aimed at assisting the reintegration of migrant families and children, families at risk for unsafe migration, as well as marginalized families.

Regularly monitor the timely implementation of all activities in the project.

Regularly compiling project reports as per agreed reporting schedule and the format of reporting.

Prishtina, Kosovo

15/12/2015 – 01/08/2017

PROJECT COORDINATOR AVSI ITALY FUNDED PROJECT – NGO "SHPRESA E JETES"

Coordination and development of project activities, carry out administrative duties by collecting data, supervising projects in progress and ensure that all issues related to the projects are completed properly. Prepare reports for donors, coordinate staff and activities in quality manner. And other duties as needed during the implementation of projects.

Prishtine, Kosovo

15/09/2014 – 14/12/2015

PROJECT MANAGER EU FUNDED PROJECT – NGO SHPRESA E JETES

Execute the project according to the project plan, develop forms and records to document project activities, monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project, monitor and approve all budgeted project expenditures, manage all project funds according to established accounting policies and procedures, ensure that all financial records for the project are up to date, prepare narrative reports and supporting documentation for founders as outlined in funding agreements, ensure that the project deliverable are on time, within budget and at the required level of quality, supervise the overall activities

10000, Prishtine, Kosovo

03/11/2008 – 05/09/2014

ASSISTANT OF PROJECT COORDINATOR AND PEDAGOGIC STAFF (EDUCATION STAFF) – NGO "SHPRESA E JETES"

Assisted in the development of project activities, assisting project coordinator to carry out administrative duties by collecting data, supervising projects in progress and ensured that all issues related to the projects are completed properly, take records, prepared reports. Assisted project coordinator to make arrangements for meetings, presentations, seminars and training being organized and call the attention of the director to them where and when they are needed . Coordinated staff and activities in quality manner. And other duties as needed during the

implementation of projects. As pedagogic staff worked directly to: Support children with school problems, disabilities and minority children.

10000, Prishtine, Kosovo

27/03/2007 – 30/09/2008

PROJECT COORDINATOR AND PEDAGOGIC STAFF (EDUCATION STAFF) – AVSI,(ASSOCIAZIONE VOLONTARI PER IL SERVIZIO INTERNAZIONALE)

Assisted in the development of project activities, assisting project coordinator to carry out administrative duties by collecting data, supervising projects in progress and ensured that all issues related to the projects are completed properly, take records, prepared reports. Assisted project coordinator to make arrangements for meetings, presentations, seminars and training being organized and call the attention of the director to them where and when they are needed . Coordinated staff and activities in quality manner. And other duties as needed during the implementation of projects. As pedagogic staff worked directly to: Support children with school problems, disabilities and minority children bring them back to school.

Gjakove, Kosovo

2003

PRACTICE WORK – CENTRE OF REHABILITATION OF MOTHER AND CHILD

10000, Prishtine, Kosovo

2003

PRACTICE WORKER – PSYCHOTHERAPY CENTER “LABYRINTH”

10000, Prishtine, Kosovo

01/01/2020 – CURRENT

PSYCHOLOGIST

Identify proactively and regularly the cases in need for psychological services from the targeted project areas, support initial identification of the case and get engaged by talking immediate steps re medium/high risk identified cases; Conduct the psychological assessment for youth and parents who are referred and/or identified for psychological support and offer counseling and therapy to children, youth and family as per individual plan of action that is based on individual assessments;

Participate and contribute to the multidisciplinary round tables for the management of child and youth protection cases;

work closely with drop in center staff and local actors, through the service delivery phases from identification, referral evaluation intervention plan, its implementation, follow up and monitoring, until the closure of the cases, as well as activities that interfere with the community's psycho-social needs with promotional, educational, preventive, awareness or reintegration as per the Drop-in center model;

Conduct the psychological activities with children and supports the peer educators activity and at the same time provide emotional support to children and their families;

Prepare and keep track of activities as per operational plans and report on progress achieved to the direct supervisors and keep the created database and individual case files updated at all times.

01/01/2021 – CURRENT – Prishtine, Kosovo

PSYCHOLOGIST – KOLEGJI "PJETËR BUDI"

● OTHER SKILLS

Other skills

My other skills and competences are planning and organizing. I demonstrated effective organizational skills and ability to handle a large volume of work in efficient and timely manner. I did voluntary job in Gjakova with disabled people, every month we organised different activities for them