

# Hana Gashi Ahmeti

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## Work experience

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- **PJETËR BUDI COLLEGE**, VOLUNTEER ASSISTANT IN THE SUMMER SEMESTER. FROM 12.02.2024 to 30.06.2024
- **PJETËR BUDI COLLEGE | REGULAR PROFESSOR** | FROM 01.10.2024 – PRESENT
  - **Lecturing and Teaching:** Plan and deliver lectures and lessons based on the course syllabus. Ensure instructional materials are up-to-date and comprehensive.
  - **Assessment and Examinations:** Develop and assess exams and assignments for students. Ensure exams and assignments are fair and qualifying.
  - **Support and Mentoring:** Provide assistance and guidance to students regarding course content and academic development.
  - **Academic Coordination:** Coordinate academic activities including teaching, assessment, and course development.
  - **Research and Development:** Conduct research and scholarly activities in their field of expertise. Publish academic papers and participate in conferences and seminars.
  - **Administrative and Academic Care:** May have administrative duties such as departmental or program representation. Ensure lectures and study programs meet academic and professional requirements.
  - **Academic Improvement:** Contribute to curriculum and instructional improvement using student assessment results and feedback to make changes and enhancements.
  - **Knowledge Enhancement:** Create opportunities for students to expand their knowledge through additional activities such as seminars, workshops, and research projects.
  - **Student Impact:** Strive to inspire and impact students' academic and professional development through support and serving as a role model.

## Operations Manager | Shkolla Digjitale | 01.08.2023 - present

- **Operational Planning and Execution:** Develop operational strategies and plans to achieve organizational goals. Implement and manage operational plans effectively.
- **Resource Management:** Allocate resources and oversee budgeting to ensure efficient resource utilization.
- **Process Improvement:** Identify opportunities for process improvement and implement best practices for operational efficiency.
- **Team Leadership and Supervision:** Lead, mentor, and motivate a team of employees. Set clear goals and objectives, provide guidance, and monitor performance.

- **Quality Control:** Monitor and maintain quality standards for products or services. Implement quality control procedures to ensure consistency and customer satisfaction.
- **Risk Management:** Identify operational risks and develop mitigation plans. Ensure compliance with regulations and company policies.
- **Communication and Coordination:** Facilitate communication between different departments or teams. Coordinate activities to ensure smooth operations and collaboration.
- **Performance Analysis and Reporting:** Analyze operational performance metrics and prepare reports for management. Make data-driven recommendations for improvements.
- **Customer Relations:** Monitor customer feedback and address issues promptly. Ensure a high level of customer service and satisfaction.
- **Strategic Input:** Provide strategic input to senior management regarding operational matters. Contribute to decision-making processes to achieve organizational objectives.

## Operations manager and manager of local franchises | Shkolla Digjitale | Oct 2018 – Aug 2023

- **Operational Strategy:** Develop and execute operational strategies aligned with organizational goals.
- **Resource Management:** Allocate resources effectively, including budgeting and manpower planning.
- **Process Improvement:** Identify opportunities for efficiency improvements and implement operational best practices.
- **Team Leadership:** Lead and motivate teams to achieve operational excellence and productivity.
- **Quality Assurance:** Ensure adherence to quality standards and continuous improvement initiatives.
- **Risk Management:** Identify operational risks and implement mitigation strategies.
- **Communication:** Facilitate communication across departments to ensure seamless operations.
- **Performance Monitoring:** Monitor key performance indicators (KPIs) and implement corrective actions as needed.
- **Compliance:** Ensure compliance with regulatory requirements and company policies.
- **Franchise Operations:** Oversee day-to-day operations of the franchise in compliance with franchise agreements and standards.
- **Training and Support:** Provide training and support to franchisees and their staff to ensure operational consistency and quality.
- **Sales and Marketing:** Implement local marketing strategies to drive sales and brand awareness.
- **Customer Relations:** Maintain positive relationships with customers and address any issues or concerns.
- **Financial Management:** Monitor financial performance and ensure profitability through effective cost management.
- **Quality Control:** Ensure adherence to brand standards and quality control procedures.
- **Reporting:** Prepare regular reports on franchise performance for headquarters or stakeholders.

- **Expansion and Development:** Explore opportunities for franchise growth and development in the local market.

### **Administrative manager | Shkolla Digjitale | Apr 2018 – Oct 2018**

- **Office Administration:** Oversee and manage daily administrative operations of the office.
- **Team Leadership:** Supervise administrative staff and ensure efficient workflow.
- **Policy Development:** Develop and implement office policies and procedures.
- **Facilities Management:** Coordinate maintenance of office facilities and equipment.
- **Budget Oversight:** Monitor and manage office budget, including expenses and cost control.
- **Records Management:** Maintain and organize office records, ensuring accuracy and confidentiality.
- **Vendor Relations:** Manage relationships with external vendors and service providers.
- **Event Planning:** Organize and coordinate office events, meetings, and conferences.
- **IT Support Coordination:** Liaise with IT department to ensure smooth functioning of office technology.
- **Reporting:** Prepare reports and presentations for senior management as required.

### **Sales and customer relations | Shkolla Digjitale | June 2016 – Apr 2018**

- **Sales Support:** Provide administrative support to the sales team, including managing schedules, preparing quotations, and processing orders.
- **Customer Service:** Respond to customer inquiries and concerns promptly and professionally. Ensure high levels of customer satisfaction.
- **Order Processing:** Process orders accurately and efficiently, ensuring timely delivery and resolving any issues that may arise.
- **Database Management:** Maintain and update customer databases with accurate contact information and sales activity records.
- **Reporting:** Generate sales reports and analyze data to identify trends and opportunities for improvement.
- **Communication:** Coordinate with internal departments such as logistics and finance to ensure smooth order fulfillment and billing processes.
- **Inventory Management:** Assist in monitoring inventory levels and coordinating stock replenishment based on sales forecasts.
- **Sales Coordination:** Facilitate communication between sales representatives and customers to address inquiries, resolve issues, and finalize sales transactions.
- **Customer Feedback:** Gather and relay customer feedback to the sales team and management for continuous improvement of products and services.
- **Administrative Tasks:** Perform general administrative tasks such as filing, correspondence, and maintaining office supplies to support efficient operations.

## Internship | Shkolla Digjitale | March 2016 – June 2016

- **Assist with Daily Operations:** Support team members in their daily tasks and projects, including administrative duties and routine office work.
- **Conduct Research:** Gather and analyze information relevant to ongoing projects, providing insights and summaries as needed.
- **Participate in Meetings:** Attend team meetings and contribute to discussions by sharing observations and ideas.
- **Prepare Reports:** Help compile and prepare reports, presentations, and other documentation as requested by supervisors.
- **Handle Correspondence:** Assist in managing emails, phone calls, and other forms of communication with clients, partners, and team members.
- **Support Project Management:** Aid in planning, tracking, and executing various projects, ensuring timely completion and adherence to guidelines.
- **Learn and Apply Skills:** Acquire new skills relevant to your field of study and apply them to real-world scenarios within the organization.
- **Contribute to Team Goals:** Collaborate with team members to achieve departmental and organizational goals, providing support where necessary.
- **Perform Special Assignments:** Take on additional tasks and special projects as assigned by supervisors, demonstrating flexibility and initiative.
- **Maintain Professionalism:** Exhibit a professional attitude, maintain confidentiality, and adhere to company policies and procedures.

## Education

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**South East European | Doctor of Economic Sciences | Oct 2019 – Sep 2023**

**Business Administration**

**University of Prishtina | Master of Economy Sciences | Oct 2015 – Nov 2017**

Marketing

**University for Business and Technology | Bachelor of Arts in Management, Business and Economics | Oct 2012 – Sep 2015**

Banking, Financing and Accounting

## Extra-curricular activities

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**Certificate of Attendance - International Project Management Preparatory Program - CAPM s PMP Certification at Rochester Institute of Technology(RIT) - American University of Kosovo(AUK), Pristina**

December 2018—March 2019

**Kontabiliteti dhe tatimet praktike at IAS Consulting, Pristina**

April 2018 — June 2018

# Marketing for Entrepreneurship Training at Kosovo United States Alumni(KUSA),Pristina

November 2016

## Publications

### Dealing with the challenges of large Kosovar businesses in selecting adequate staff,Turkey

June 2023

Hana Gashi Ahmeti "Dealing with the challenges of large Kosovar businesses in selecting adequate staff"

The 10th InTraders International Conference On Social Sciences and Education, Turkey, June 2023

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### Recruitment and selection as the main challenge for SMEs in attracting employees with potential(case study - the state of Kosovo), Morocco

February 2023

Hana Gashi Ahmeti "Recruitment and selection as the main challenge for SMEs in attracting employees with potential (case study - the state of Kosovo)" The 9th InTraders International Conference on Social Sciences and Education, Morocco, February 2023

e-ISBN: 978-605-72229-2-3

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extension://efaidnbmnnnibpcajpcglclefindmkaj/https://intraders.org/archive/wpcontent/uploads/2023/05/Th e-9th-InTraders-International-Conference-on-Social-Sciences-andEducation-Abstract-Book.pdf

### Challenges of women entrepreneurs in the developing economy

2022

Rrezarta Gashi, Hana Gashi Ahmeti "Challenges of women entrepreneurs in the developing economy", Corporate Governance and Organizational Behavior Review, 2022, Volume 6, No.2,

ISSN Online: 2521-1889

<https://doi.org/10.22495/cgobrv6i2p13>

### Determinants of Financing Obstacles of SMEs in Western Balkans

2021

Hana Gashi, Besnik Fetaj "Determinants of Financing Obstacles of SMEs in Western Balkans" Management Dynamics in the Knowledge Economy, October 2021, Volume 9, No 3

eISSN: 2392-8042

<https://doi.org/10.2478/mdke-2021-0022>

### Impact of Social Media on the Development of New Products, Marketing and Customer Relationship Management in Kosovo, Italy

April 2021

Rrezarta Gashi, Hana Gashi Ahmeti "Impact of Social Media on the Development of New Products, Marketing and Customer Relationship Management in Kosovo" Emerging Science Journal, Itali, April 2021, Volume 5, No 2,

ISSN: 2610-9182

<https://ijournalse.org/index.php/ESJ/article/view/481>

### The Impact of Small and Medium Enterprises in Generating New Jobs in Case of Kosovo,Spain

March 2021

Rrezarta Gashi, Hana Gashi Ahmeti, Besime Ziberi "The Impact of Small and Medium Enterprises in Generating New Jobs in Case of Kosovo" Studies of Applied Economics, Spain, Mars 2021, Volume 39, No 3

<http://ojs.ual.es/ojs/index.php/eea/article/view/4118>

### The Impact of Corporate Sustainability Index on BIST Sustainability Index" European Journal of Sustainable Development

July 2020

Luan Vardari, Rrezarta Gashi, Hana Gashi Ahmeti "The Impact of Corporate Sustainability Index on BIST Sustainability Index" European Journal of Sustainable Development, July 2020, Volume 9, No 2

ISSN: 2239-5938

<http://ecsdev.org/ojs/index.php/ejsd/article/view/1035/1025>

**Strategic Management as Key Influencer on the Development of Textile Industry in the Country of Kosovo, Brussels**

July 2019

Hana Gashi, Rrezarta Gashi: "Strategic Management as Key Influencer on the Development of Textile Industry in the Country of Kosovo" 19th International Conference on Social Sciences ICSS XIX, Brussels, Belgium, July 2019

ISBN 978-164633493-3

[http://books.euser.org/files/proceedings/icss19\\_proceedings\\_ISBN\\_9781646334933.pdf?v=4](http://books.euser.org/files/proceedings/icss19_proceedings_ISBN_9781646334933.pdf?v=4)

**The impact of social media on the development of tourist businesses (case study-Rugova region), Kosovo**

July 2019

Hana Gashi: "The impact of social media on the development of tourist businesses (case study-Rugova region)" International Conference the West of the East, the East of the West, Prizren, Kosovë, July 2019

ISBN 978-605-68882-8-1

**Challenges of female entrepreneurs in transition countries: case study of Kosovo, Kosovo**

July 2019

Rrezarta Gashi, Hana Gashi "Challenges of female entrepreneurs in transition countries: case study of Kosovo" Prizren Social Science Journal, Prizren, Kosovë, April 2019 Volume 3, no 1, Impact factor 0.20

ISSN: 2616-387X

<http://www.prizrenjournal.com/index.php/PSSJ/article/view/87/54>