



**Blerona Shala**

*Bshala*



**europass**

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**Address:** Prishtina, Kosovo (Home)

## WORK EXPERIENCE


 **KOLEGJI HEIMERER – PRISHTINA, KOSOVO**

**TEACHING ASSISTANT – 01/01/2024 – CURRENT**

Teaching Assistant at the programs : Management of Health Institutions and Services and Digital Healthcare

subjects:

- Development and Organizational Behavior
- Human Resources
- Remote Services in Hybrid Healthcare Systems
- Nudging Technologies for Behavior Change

 **KOLEGJI HEIMERER – PRISHTINA, KOSOVO**

**OPERATIVE COORDINATOR – 01/11/2023 – CURRENT**

- Oversee daily operations and ensure all activities are performed according to company standards.
- Coordinate and manage the workflow of the operational team
- Monitor and optimize operational processes to improve efficiency.

 **MINISTRY OF INDUSTRY, ENTREPRENEURSHIP AND TRADE – PRISHTINA, KOSOVO**

**ADVISOR TO THE MINISTER – 01/05/2022 – 01/05/2023**

Providing political and strategic analysis and advice to the Minister on major policy, Program, and operational issues affecting departments within the Minister's portfolio by: gathering critical information in order to provide expert advice and consultative services on all issues related departmental programs conducting research in support of policy, planning and program initiatives evaluating decision papers, policy proposals, planning, and program initiatives providing the Minister with another perspective on the strategy, and/or content of departmental information providing strategic advice to the Minister on relevant major current, new and emerging policy, program, operations, and divestiture issues and develop critical positions And approaches analyzing and situating issues being addressed in the Minister's Office; assessing what more could be needed or would contribute to the advancement Tv

 **MINISTRY OF INDUSTRY, ENTREPRENEURSHIP AND TRADE – PRISHTINA, KOSOVO**

**PAVILION DIRECTOR-EXPO 2020 DUBAI – 06/09/2021 – 30/04/2022**

**The main responsibilities in this role will included:**

- Design, develop and determine the creative direction of the Opportunity Pavilion;
- Ensure compliance with the Expo Wide policy and procedures;
- Oversee the design, curation and operations of the Opportunity Pavilion;
- Drive the development of the Pavilion operational and business model. This includes financial plan, marketing and human resources;
- Identify opportunities to collaborate with local and international stakeholders as part of pavilion development;
- Provide creative guidance and curatorial input to ensure that the exhibition meets the Expo objectives.

 **ALYASA ARCHITECTS – PRISHTINA, KOSOVO**

**HUMAN RESOURCES OFFICER – 01/07/2017 – 30/03/2021**

Accomplishes department objectives by managing staff; planning and evaluating department activities.  
Maintains staff by recruiting, selecting, orienting, and training employees.  
Ensures a safe, secure, and legal work environment. Develops personal growth opportunities.  
Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results.  
Coaches, counsels, and disciplines employees.  
Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.  
Establishes strategic goals by gathering pertinent business, financial, service, and operations information.

## SKILLS

IBM SPSS STATISTICS | Microsoft Word | Microsoft Office | Outlook | Microsoft Powerpoint | Microsoft Excel | WhatsApp | Skype | Word | Microsoft PowerPoint | Power Point | MS Office (Word Excel PowerPoint)

## PUBLICATIONS

2021

**"The Contingency Theory of Management as a Factor of Acknowledging the Leaders-Managers of Our Time Study Case: The Practice of the Contingency Theory in the Company Avrios"**

Open Access Library Journal (WorldCat); Accepted for Vol. 8, No. 9; 2021; First Author; ISSN Print

2021

**"The trust in online shopping during COVID-19: Case study from Kosovo"**

Open Access Library Journal (WorldCat); Accepted for Vol. 4, No. 8; 2021; Second Author; ISSN Pri

2021

**- "Horizontal and Vertical Analysis of SAMSUNG Enterprise for the Years 2015-2016 and 2017-2018"**

- Journal of Economics and Management Sciences (WorldCat); Vol. 4, No. 1; 2021; First Author

**The Impact of VAT and the Minimum Wage on the Economy of Kosovo**

Open Access Library Journal > Vol.8 No.8, August 2021; second author;

**The Management of Public Debt in the Economy and the Assessment of Its Sustainability: The Case of the Republic of Kosovo**

**DOI: 10.4236/oalib.1109210.**