



Europass Curriculum Vitae

Personal information

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E-mail	Blerta.haxha@gmail.com	
Nationality	Kosovar	
Date of birth	03/08/2023	
Gender	Female	

Work experience

Dates	September 2020 – present
Occupation or position held	Health Expert – Output 1, AQH – Accessible Quality Healthcare Project, Prishtina, Kosovo
Name and address of employer	Accessible Quality Healthcare Project (Swiss TPH implemented project)
Type of business or sector	HealthCare
Main activities and responsibilities	<ul style="list-style-type: none">• Technical support to plan, implement and evaluate activities in compliance with project interventions (essential package for management of NCDs and Integrated Care concepts)• Plan, implement and manage the delegated budget for activities in compliance with AQH financial management procedures, ensuring cost - effectiveness and value for money.• Establish and maintain effective working relationships with key stakeholders at municipal and central level.• Organize, develop, and deliver training activities relating to NCD implementation in PHC, accreditation with relevant chambers.• Produce high quality reports in line with the agreed project reporting standards.• Supervision of local consultant's input and quality assurance of deliverables.• Streamlined the working group members from MoH in drafting the Administrative Instruction for Guidelines and Protocols.• Streamline the project on assessment of medical equipment of Kosovo's PHC system in accordance with central level.• Support MoH on drafting "Guidelines for antibiotic use in PHC"• Support and Coordinate with the M&E officer in collection of data and evaluation of training and other Output activities

Dates	10/2017 – 10/2019
Occupation or position held	Lecturer
Name and address of employer	Heimerer College
Main activities and responsibilities	<ul style="list-style-type: none"> • Develop and update course materials, syllabi, and instructional resources for pharmacology courses in line with the institution's curriculum guidelines. • Lecture on pharmacology-related topics, ensuring effective communication of complex concepts to students. • Design and administer exams, quizzes, assignments, and assessments to evaluate students' understanding of pharmacological principles. • Provide constructive feedback to students on their performance and progress and offer guidance for improvement.
Type of business or sector	Academia
Dates	Jul 2021 – Feb 2022
Occupation or position held	Procurement Senior Associate (Pharmaceuticals)
Name and address of employer	UNOPS, Prishtina, Kosovo
Type of business or sector	Healthcare
Main activities and responsibilities	<ul style="list-style-type: none"> • In collaboration with the Senior Program Manager and Procurement department, undertake all activities related to procurement of essential list of medications for Kosovo Health System. • Support the Senior Program Manager in reviewing and/or preparing technical specifications for pharmaceuticals that is subject of procurement, confirm compliance with the project needs and provide recommendations for improvement if needed. • Conduct the verification of the pharmaceuticals in terms of its compliance with national and international regulations for Marketing Authority, Manufacturing authorizations, CPP and GMPs and all related documentations that provide proof of meeting the required regulatory specifications. • Conduct market research (specifically on Diabetes medication) and support establishing list of potential suppliers; Prepare documents for Request for Quotation (RFQ) processes for further review and approval. • Determine compliance of the bids in accordance with the technical requirements detailed in the Invitation to Bid, provide recommendations as necessary. • Perform technical evaluation of proposals for the supply of pharmaceuticals. • Perform quality assurance upon the delivery of the goods.

Dates	October 2014 - August 2020
Occupation or position held	General Manager
Name and address of employer	Deutsche Frauen Klink
Type of business or sector	HealthCare
Main activities and responsibilities	<ul style="list-style-type: none"> • Lead on compliance of the hospital with existing legal framework. Streamlined the periodic process of accreditation. • Lead the Hospital Electronic Health Record process. • Oversee hospital day-to-day operations by establishing priorities and guidelines for maintaining efficient and expedient workflow. • Manage overall budget and fiscal responsibilities, including working with internal finance team to ensure all payments are made timely. • Responsible for overseeing the hospital consumables by ensuring that there is adequate stock of supplies including all medicines and equipment based on demand. • Accountable for developing, implementing and monitoring strategies for encouraging staff to maintain good attendance, a positive attitude and professional behavior. When necessary, facilitate resolution of problems and issues. • Delegate staff as deemed necessary to ensure smooth operations and scheduling of health institution. • Coordinate and attend inspection meetings from central authorities and other competent bodies;
Dates	March 2013-September 2014
Occupation or position held	Claims Analyst,
Name and address of employer	Deloitte – Prishtina
Main activities and responsibilities	<ul style="list-style-type: none"> • Served as a liaison between the Project Team Leader, Quality Assurance, SOE Management Team and Claims Processing Teams. • Received, reviewed, filed and logged into the database draft claim decisions and other liquidation related documents received from Claims Processing Teams and Quality Assurance Team. • Established and maintained database and filing system related to claims. • Prepared weekly and monthly summary reports on claims processed, reviewed, and distributed and provided other information related to claims reviews and handled the summaries to Budget Department for invoice,
Dates	February 2009 - February 2013
Occupation or position held	Pharmacist / Owner
Name and address of employer	Bora Pharmacy
Main activities and responsibilities	<ul style="list-style-type: none"> • Establish pharmacy store, including building relationships with drug manufactures reps and doctors. • Adherence to regulatory requirements for healthcare institutions and to all regulatory changes. • Review prescriptions to ensure accuracy and appropriateness. Discuss and address all client concerns related to their prescription. Dispense medications. • Assisted customers with product selection and explained drug usage. • Supported client requests with insurance issues and resolved their problems. • Selected vendors and ordered stock to ensure ample supply and better pricing. • Established processes to ensure shelf life and medical waste management. • Developed pharmacy budget to ensure appropriate staffing levels and supplies. • Contribute to health education and promotion and continues learning.

Dates
Occupation or position held
Name and address of employer
Main activities and responsibilities

April 2000-May 2009
Customer Support Technician Prishtina, Kosovo,
United Nations Mission In Kosovo-UNIMK,

- Supported a wide range of technical issues related to UN Help Star database.
- Logged problem calls and service requests on the automated tracking system.
- Address and prioritize customer complaints accordingly. Escalate concerns to appropriate departments.
- Served as an agent of improvement of services in the Call Center.

Education and training

Title of qualification awarded
Principal subjects/occupational skills covered
Name and type of organisation providing education and training

Master of Pharmacy, Mr. Ph

Pharmaceutical science

University of Prishtina, Kosovo

Personal skills and competences

Mother tongue(s)

Albanian

Other language(s)

English

Self-assessment

European level (*)

English

Serbian

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
	C1		C2		C1		C1		C1
	B2		B2		B2		B2		B2

(*) [Common European Framework of Reference for Languages](#)

Social and other skills and competences

1. Able to express thoughts, ideas, and emotions clearly and effectively, both verbally and non-verbally.
2. Attentive listener toward others, showing empathy and understanding
3. Conflict Resolution
4. Build and maintain relationships with a diverse range of people for personal and professional purposes.
5. Collaborate with others to achieve common goals.
6. Able to address a group of people confidently and persuasively, whether in formal presentations or informal settings.
7. Effectively prioritize and organize tasks to meet personal and professional commitments.