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| Europass  Curriculum Vitae | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Personal information | |  | | | | | | | | | | | | |
| First name(s) / Surname(s) | | Filloreta Kunoviku Demiri | | | | | | | | | | | | |
| Address(es) | | Str. B, Relax 5, H1/19, Prishtina 10000, Republic of Kosovo | | | | | | | | | | | | |
| Telephone(s) | | Mobile: +38345701789 | | | | |  | | | |  | | | |
| Fax(es) | |  | | | | | | | | | | | | |
| E-mail | | [f\_kunoviku@yahoo.com](mailto:f_kunoviku@yahoo.com) | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Nationality | | Kosovar | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date of birth | | 17 March, 1987 | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Gender | | Female | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Work experience | |  | | | | | | | | | | | | |
| Dates | | 1 October, 2015 - Present | | | | | | | | | | | | |
| Occupation or position held | | ***Teaching Assistant*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Lecturer of the courses: Introduction to Business, Corporate Finance, and Financial Markets and Institutions, and, also Assistant for the courses of the department of Management and Informatics | | | | | | | | | | | | |
| Name and address of employer | | Public University of Mitrovica "Isa Boletini", Mitrovice | | | | | | | | | | | | |
| Type of business or sector | | Faculty of Economics | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 21 November, 2019 | | | | | | | | | | | | |
| Occupation or position held | | ***Trainer*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Trainer of the module "Fundamentals of Entrepreneurship" held in the framework of the project "Empowering Women and Youth through Employment in the Region of Ferizaj and Mitrovica", supported by the European Union, Center for Innovation and Entrepreneurship University of Mitrovica "Isa Boletini" and in cooperation with Caritas Kosova. | | | | | | | | | | | | |
| Name and address of employer | | Center for Innovation and Entrepreneurship, University of Mitrovica "Isa Boletini" | | | | | | | | | | | | |
| Type of business or sector | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | October, 2016 - 01.11.2020 | | | | | | | | | | | | |
| Occupation or position held | | ***Supervisor of the Debt Collection Sector*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Supervises, organises, plans and controls all the activities of the sector connected with the general conditions of the debt collection of Vala | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | Vala / Revenue Assurance | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | February, 2015 - October, 2016 | | | | | | | | | | | | |
| Occupation or position held | | ***Team Leader of Internal Control*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Audits the flow of works of the other sectors of the department Revenue Assurance | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | Vala / Revenue Assurance | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 27 August, 2010 - February 2015 | | | | | | | | | | | | |
| Occupation or position held | | ***Debt Collection Senior Officer*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Supervision and control of all activities of the sector connected with the general conditions of the debt collection of VALA | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | Vala / Revenue Assurance | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 April, 2010 – 26 August, 2010 | | | | | | | | | | | | |
| Occupation or position held | | ***Debt Collection Officer*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Works on all activities toward the accomplishment of debt collecting process | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | Vala / Revenue Assurance | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 September, 2009 – 31 March, 2010 | | | | | | | | | | | | |
| Occupation or position held | | ***Account Investigations Officer*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Equates the Cash in the sale points of company and bank reports daily, weekly and monthly | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | Vala / Revenue Assurance | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 08 September, 2008 – 31 August, 2009 | | | | | | | | | | | | |
| Occupation or position held | | ***Cashier*** | | | | | | | | | | | | |
| Main activities and responsibilities | | Faces directly with customers, fulfilling all demands of them linked with the products and services of company | | | | | | | | | | | | |
| Name and address of employer | | Post and Telecommunication of Kosovo  Dardania, No.number/ Prishtine / Republic of Kosovo | | | | | | | | | | | | |
| Type of business or sector | | PTK/ Sale and distribution department | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Education and training | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | Academic Year 2013/2014 - Onward | | | | | | | | | | | | |
| Title of qualification awarded | | ***PhD Candidate, Ongoing*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Regional Joint Doctoral Programme in Entrepreneurship and SME Management for Western and Balkan Countries (DOCSMES)*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | University St. Kliment Ohridski Bitola, University di Bologna, Universitat Autonoma de Barcelona, University of Nice, University of Dardania, University of Tirana, Agricultural University of Tirana and South East European University | | | | | | | | | | | | |
| Level in national or international classification | | PhD 180 credits. | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 27 September, 2019 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of attendance*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***TAM: "Professional Development at HEIs in Kosovo"*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Erasmus + | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 5-6 December, 2017 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of attendance*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***"Workshop on Developing innovative student-centered learning methods at public universities in Kosovo with the design thinking methodology"*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | HERAS Project and Wonderwerk | | | | | | | | | | | | |
| Level in national or international classification | | International | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 3-5 March 2015 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Training*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Auditing risk management techniques to accelerate Revenue Assurance maturity - Advance training course and Application Training Workshop*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | MAESTRACOM | | | | | | | | | | | | |
| Level in national or international classification | | International | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 15 July, 2014 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Accounting Technician*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Society of Certified Accountants and Auditors of Kosovo, Scaak | | | | | | | | | | | | |
| Level in national or international classification | | International | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 11 December, 2013 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Security Information Bases*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Training and Development Center - PTK | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 October, 2008 – 21 June, 2012 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Master of Business Administration - Management*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Management*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | South East European University – Faculty of Business and Economy  Macedonia | | | | | | | | | | | | |
| Level in national or international classification | | International | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 15 February, 2010 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Microsoft Certified Application Specialist for Office Excel 2007*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Microsoft | | | | | | | | | | | | |
| Level in national or international classification | | International | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 02 March, 2009 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Technology Information Fundamentals*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Training and Development Center - PTK | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 September, 2005 – 27 September, 2008 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Bachelor of Management and Informatics*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Management and Informatics*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | University of Prishtina – Faculty of Economy  Prishtina / Republic of Kosovo | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 06 November, 2007 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Training on Project Proposal Writing*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Youth Resource Hub University of Prishtina | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 September, 2001 - 27 May, 2005 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Diploma*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Mathematical & Natural Degree*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Gymnasium “Frang Bardhi”  Mitrovica / Republic of Kosova | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 April, 2001 - 20 July, 2001 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***Etic Eduacation***  ***English Language***  ***Computer*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Center for Social Development | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 September, 1993 – 01 May, 2001 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Diploma*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | |  | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | Primary School “Abdullah Shabani”  Mitrovica / Republic of Kosova | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 01 September, 1999 – 21 July, 2000 | | | | | | | | | | | | |
| Title of qualification awarded | | ***Certificate of Completion*** | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | ***English for Beginners*** | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | House of Hope NGO  Mitrovica / Republic of Kosova | | | | | | | | | | | | |
| Level in national or international classification | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Publications | |  | | | | | | | | | | | | |
| Date | | 2020 | | | | | | | | | | | | |
| Title | | ***DAF Determinants Affecting Economic Growth - Evidence for Western Balkans Countries*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | PhD Esat Durguti, Emine Gashi, Filloreta Kunoviku Demiri PhD Candidate, Milaim Mehmeti MSc | | | | | | | | | | | | |
| Published by | | International Journal of Finance & Banking Studies, v9 n1 (2020): 36-46 | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | Qershor 16-18, 2019, Katowice, Poland | | | | | | | | | | | | |
| Title | | ***Consumer Decision Making-A literature review*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | PhD Ajtene Avdullahi, PhD Vjosa Fejza Ademi, PhD Candidate Filloreta Kunoviku Demiri; | | | | | | | | | | | | |
| Published by | | International Conference on Enhancing Consumer Awareness | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | 03 October, 2014 | | | | | | | | | | | | |
| Title | | ***“Innovation policies and entrepreneurship”- Special overview in the Republic of Kosovo*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Filloreta Kunoviku Demiri and Kujtim Sh. Demiri | | | | | | | | | | | | |
| Published by | | ISBN 978-9989-695-55-1 INTERNATIONAL CONFERENCE - SMEs development and innovation: Building competitive future of South-Eastern Europe | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | 02 February, 2015 | | | | | | | | | | | | |
| Title | | ***Entrepreneurship, Innovation and Innovation Policy*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Filloreta Kunoviku Demiri and Kujtim Sh. Demiri | | | | | | | | | | | | |
| Published by | | Lambert Academic Publishing House, Germany | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | 15 -16 June, 2015 | | | | | | | | | | | | |
| Title | | ***How to join EU while there are many differences of doing business in the same city?*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Filloreta Kunoviku Demiri and Kujtim Sh. Demiri | | | | | | | | | | | | |
| Published by | | 5th International Conference “Compliance of the standards in South-Eastern European countries with the harmonized standards of European Union” | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | 15 -16 June, 2015 | | | | | | | | | | | | |
| Title | | ***Why there is no health insurance in the Republic of Kosovo?*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Mybera Shala Mustafa and Filloreta Kunoviku Demiri | | | | | | | | | | | | |
| Published by | | 5th International Conference “Compliance of the standards in South-Eastern European countries with the harmonized standards of European Union” | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | August, 2015 | | | | | | | | | | | | |
| Title | | ***Why there is no health insurance in the Republic of Kosovo?*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Mybera Shala Mustafa and Filloreta Kunoviku Demiri | | | | | | | | | | | | |
| Published by | | "Academic Journal of Interdisciplinary studies", Vol 4, No 2 S1 (2015), [MCSER Publishing; Rome-Italy; (Access this Journal online at www.mcser.org)](http://www.mcser.org/), Page, 156 | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date | | August, 2015 | | | | | | | | | | | | |
| Title | | ***How to join EU while there are many differences of doing business in the same city?*** | | | | | | | | | | | | |
| Type | | Research | | | | | | | | | | | | |
| Author | | Filloreta Kunoviku Demiri and Kujtim Sh. Demiri | | | | | | | | | | | | |
| Published by | | "Academic Journal of Interdisciplinary studies", Vol 4, No 2 S1 (2015), [MCSER Publishing; Rome-Italy; (Access this Journal online at www.mcser.org)](http://www.mcser.org/), Page, 89 | | | | | | | | | | | | |
| Personal skills and competences | |  | | | | | | | | | | | | |
| Mother tongue(s) | | Albanian | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Other language(s) | | English, Spanish, Serbian | | | | | | | | | | | | |
| Self-assessment | |  | Understanding | | | | | Speaking | | | | | Writing | |
| European level (\*) | |  | Listening | | Reading | | | Spoken interaction | | Spoken production | | |  | |
| English | |  | C1 | Proficient user | C1 | Proficient user | | C1 | Proficient user | C1 | | Proficient user | C1 | Proficient user |
| Spanish | |  | B2 | Independent user | B2 | Independent user | | B2 | Independent user | B2 | | Independent user | A1 | Basic user |
| Serbian | |  | B1 | Independent user | B1 | Independent user | | B1 | Independent user | B1 | | Independent user | A1 | Basic user |
|  | | (\*) Common European Framework of Reference for Languages | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Social & Other Skills | | * Excellent communication; * Leadership skills: * Problem solving; * Ability to work under stress individually or in a team; * Fast learner; * Very sustainable and confident person; etc... | | | | | | | | | | | | |
| Computer Skills | | * MS Office Word; * MS Office Power Point; * MS Office Excel; * MS Office Access; * MS Office Outlook; * MS Office Publisher; etc... * Scanning, Faxing, Printing, etc... | | | | | | | | | | | | |