



Curriculum Vitae

Personal information

First name / Surname **Kastriot S. Fazliu**
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Motto The introduction of suitable abstraction is our only mental aid to organize and master complexity (e.w.d)

Work experience

Dates	9 Jul 07 →
Occupation or position held	Operations Center Coordinator , IpkoNet LLC
Main activities and responsibilities	Manage and run the operations center. Identify and document types and scopes of IpkoNet's common projects. Organize the data collection processes. Identify reporting needs of various stakeholders. Identify or build a project management platform for IpkoNet Operations Center. Integrate and customize the management platform with existing systems and applications. Build knowledge base of IpkoNet projects.
Name and address of employer	IpkoNet, Mother Teresa st. RTK building f:5 Prishtine 10000, Kosovo
Type of business or sector	Private Corporation
Dates	15 Aug 06 -1 Jul 07
Occupation or position held	Director Ass. / Head of Logistics - Finance & Systems Dep - UNMIK Customs Services
Main activities and responsibilities	Number of supervising staff: 43. Responsible for being the 'center of excellence' within the department. Required to have knowledge of law, regulations, instructions, codes etc and be able to provide solutions to the staff. Responsible to determine the areas of responsibility needed for the department. Responsible to put the right staff, in the right numbers, at the right time into those posts to deliver what is required (outcomes). Responsible to have a 'Scheme of Control' to manage operations. In charge to create a plan as how, when, in what depth and how often he is to conduct checks to make sure operations are working. Responsible to have a 'Record of Control' where it is recorded the conclusions of the checks made as a result of the 'Scheme of Control'. Responsible to have a regular review of the systems and risks which are identified. Responsible to prepare a risk assessment of staff and the systems in the Department
Name and address of employer	Ibrahim Xhaka UNMIK Customs Services, Kosovo
Type of business or sector	Government Finance & Systems
Dates	15 May 06 - 10 Aug 06
Occupation or position held	Corporate Customer Relation Officer, Raiffeisen Bank Kosovo
Main activities and responsibilities	Market & sell Bank Corporate products
Name and address of employer	Urata Ukmata Raiffeisen Bank Kosovo HQ Prishtina 10000 Kosovo
Type of business or sector	Bank
Dates	1 May 05 - 15 Aug 05
Occupation or position held	Web Operations Manager, Farland Provisions
Main activities and responsibilities	Responsible for all web operations - e-commerce, including IT strategy and planning
Name and address of employer	Tom Boland, Provincetown's Corner Market 150 Bradford Street Provincetown 02657 MA, USA
Type of business or sector	Private Company

Dates	1 Feb 03 - 1 Aug 05
Occupation or position held	Coordinator, Students' Abroad Network
Main activities and responsibilities	ASAN Coordinator. An NGO for students around the world. The network and the usage of the online information through the website, created real possibilities to the youth for the communication among themselves and the participation in projects that meet their needs and interests
Name and address of employer	Gerti Bogdani, Rr Qamil Guranjaku 14/2 Tirana, Albania
Type of business or sector	NGO
Dates	1 May 03 - 25 Aug 03
Occupation or position held	Project Manager, Iliri-Arberi Software Solutions
Main activities and responsibilities	Design and implement company-wide software processes and improvements for the Sustaining Engineering company. Work with the Software Engineering team members to develop cross-functional processes
Name and address of employer	Shqipe Devaja, 19 Nentori st Prishtina 10000 Kosovo
Type of business or sector	Private Company
Dates	1 Feb 02 - 30 Aug 02
Occupation or position held	Creative Engineer, DC4D Design Group
Main activities and responsibilities	Responsibilities range from concept to completion of all projects Story-boarding, Conceptual design and team leading. Client communication Usability Architecture
Name and address of employer	Jurgen Alico, Rr. Duresit, app1 e1 Tirana, Albania
Type of business or sector	Private Company
Dates	5 May 00 - 1 Feb 02
Occupation or position held	Web Operations, ICS International
Main activities and responsibilities	Established & managed strategic relationships with key IT and content suppliers. Recruited, built and inspired in-sourced and out-sourced technology resources to deliver superior web site design
Name and address of employer	Sami Beka, Dragodan, ICS Prishtina 10000 Kosovo
Type of business or sector	NGO

Education

Dates	1 Sep 02 - 7 May 06
Title of qualification awarded	Bachelor of Arts
Principal subjects / occupational skills covered	Computer Science, Management Information Systems
Name and type of organisation providing education and training	American University in Bulgaria, Liberal Arts University
Dates	1 Sep 98 - 1 Jun 02
Title of qualification awarded	Professional High School
Principal subjects / occupational skills covered	Business Administration
Name and type of organisation providing education and training	Harry T. Fultz

Personal skills and competences

Mother tongue(s) **Albanian**

Other language(s)

Self-assessment

European level (*)

English

Bulgarian

Serbian

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user
B1	Independent user	A1	Basic User	A2	Basic User	A2	Basic User	A1	Basic User
B1	Independent user	A1	Basic User	A2	Basic User	A2	Basic User	A1	Basic User

(*) Common European Framework of Reference (CEF) level

Teaching Experience

Student Advisor for the Department of Computer Science, January 2004 - April 2006

American university in Bulgaria, Bulgaria, Blagoevgrad

Conducted tutoring for Computer Science major. Prepared and presented lectures for computer science.

Managed the Development and ran the project for reporting grades and communicating with students.

Course Assistant for 'Artificial Intelligence approach to Robotics', January 2005 - April 2006

American University in Bulgaria, Bulgaria, Blagoevgrad

Having a great experience in project management and research on Robotics field, became Course assistant for Robotics at AUBG. Had to assist students taking the course and professors.

Leadership

President of the Student Government, May 2005 - May 2006

American University in Bulgaria, Bulgaria, Blagoevgrad

Held the executive power for the Student Government at the American University in Bulgaria.

Had the responsibility to articulate, voice and defend student interests in the university and to uphold democratic values.

Represented the Student Government to other external bodies - State Officials, Board of Trustees in Washington DC, US Embassy in Bulgaria, local and international media.

Project Manager, September 2004 - April 2006

AUBG Intranet Radio, Bulgaria, Blagoevgrad

Consulted in all station programming pertaining to news and special events, for the purpose of getting a good balance of news programs.

Selected and presented news in unbiased manner, accurately, factual and impartial.

Coordinator, June 2003 - November 2005

Students Abroad Network, Tirana

Coordinator for NGO for students around the world. The network and the usage of the online information through the website, created real possibilities to the youth for the communication among themselves and the participation in projects that meet their needs and interests.

The network facilitated the cooperation between students, the governmental and non-governmental organizations in Albania and also with international organizations.

Honours and Awards

Outstanding Achievement, Senior Project - American University in Bulgaria; April 9, 2006

Letter of gratitude from Ambassador William Walker, Letter of Gratitude, 2004

Received a letter of gratitude from the Ambassador in Kosovo, American diplomat William Walker for contribution to the American University in Kosovo

Conferences, Seminars and Trainings

Strategic Planning, Training, 2006

Models and tools for needed for strategic planning. Organized by Kosovo Institution for Public Administering

Training Needs Analysis, Training, 2006

Successfully completed the course organized by OSCE - Organization for Security and Co-operation in Europe, mission in Kosovo. Analysis needed by managers for staff training needs

Diversity, Conflict Resolution and Workshop Leadership, Seminar, 2005

Participated in the seminar for Diversity, Conflict Resolution and Workshop Leadership organized by The National Coalition Building Institute NCBI Switzerland

International Scientific Conference, Author, 2004

CS '2004, University of Sofia, Sofia, Bulgaria

Publications	Kastriot Fazliu, International Conference Proceedings, Grade Reporting, 2005
Key Strengths	Resource Management Productivity Management Leadership Project Management Full Project Cycle Training and Motivation Feasibility Analysis Resolution Databases Presentation and Project Management Software Word-processing, Spreadsheets
References	<p>Lucia F. Miree, Ph. D., MPH Professor of Business Administration American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria 2700 Cellular 359 887 250 368 Email: Lmiree@aubg.bg</p> <p>Robert Philips PhD Department Chair for Political Science American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria Office +359 73 888 426 Email: bobby@aubg.bg</p> <p>Pavlina Stoicheva Director of University Relations American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria 2700 Office +359 73 888 304 Email: pavlina@aubg.bg</p> <p>John Galletly BSc, PhD Professor of Computer Science American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria 2700 Office +35973888466 Email: jgalletly@aubg.bg</p> <p>Dimitar Christozov PhD Professor of Computer Science American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria 2700 Office +35973888443 Email: dgc@aubg.bs</p> <p>Lydia Krise Dean of Students American University in Bulgaria 1 G. Izmirliiev Square, Blagoevgrad, Bulgaria 2700 Office +359 73 888 520 Email: lydia@aubg.bg</p> <p>Ibrahim Xhaka Deputy Director UNMIK Customs Services Bel Popova, Pejton – Prishtina 10000, Kosove Office +381 38 542 411 Email: ibrahim.xhaka@unmikcustoms.org</p>