

**EUROPEAN
CURRICULUM VITAE
FORMAT**



PERSONAL INFORMATION



Name

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Sex Female | **Date of birth** 18/05/1984 | **Nationality** Albanian

WORK EXPERIENCE

- Dates (2003 – 2010)
- Name and address of employer
- Type of business or sector
- Occupation or position held

ICT Specialist, Web Design and Coach of advanced IT Courses
Techno-Soft, Shkoder
ICT & Computer services and trainings
ICT Specialist & Coach

- Dates (2004 – 2006)
- Name and address of employer
- Type of business or sector
- Occupation or position held

Office Manager and ICT Responsible in INFO-POINT EUROPA Office
“Marin Barleti” Library, Shkoder
Project “INTERREG III-A” Italy – Albania, supported by European Union
Office Manager, ICT Specialist, Communication and Events Manager

- Dates (2006 – 2007)
- Name and address of employer
- Type of business or sector
- Occupation or position held

Computer Science Teacher
High School “28 Nentori”, Shkoder
High School
Teacher

- Dates (2006 – 2008)
- Name and address of employer
- Type of business or sector
- Occupation or position held

Computer Science Teacher
Elementary School “Cor Jesu”
Elementary School
Teacher

- Dates (2007 – 2008)
- Name and address of employer
- Type of business or sector
- Occupation or position held

ICT Department
Regional Council of Shkodra, Shkoder
The Regional Council
ICT Specialist, Responsible for the Official Website Design and Maintenance

- Dates (2007 – 2008)
- Name and address of employer
- Type of business or sector
- Occupation or position held

Computer Science Coach
Arul Centre, Shkoder
NonPublic Training Institution
Coach and Teacher

- Dates (2008 – 2021)
- Name and address of employer

ICT Department
Shkodra Municipality, Shkoder

- Type of business or sector
 - Occupation or position held

 - Dates (2008 – 2010)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2008 – present...)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2006 – 2008)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2008 – 2010)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2009 – 2015)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2012 – 2015)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2011 – 2013)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2010 – 2017)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2010 – 2016)
 - Name and address of employer
 - Type of business or sector
 - Occupation or position held

 - Dates (2014 – 2016)
 - Name and address of employer
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- The Municipality of Shkodra
 Head of Department (Responsible for the ICT Infrastructure and its Maintenance, Design and Maintenance of the System Informations, Official Website Design and Maintenance, Official Virtual Communication, Implementation of Innovation Activities and Projects)
- Computer Science Coach
 SHVSH (The National Blindness Union), Tirane - Shkoder
 Blindness Union
 Coach and Mentor of Computer Skills for blind members of the Blindness Union
- Computer Science Lecturer
 “Luigj Gurakuqi” University, Shkoder
 Faculty of Natural Science, Mathematics & Informatics Department
 Computer Science Lecturer of different courses as: Computer Skills, Data Bases, Algorithms, C++ Programming Language, Management Information Systems, ICT in Teaching, Networking, Computer Architecture
- Computer Science Teacher
 Elementary School “ABC”
 Elementary School
 Teacher
- Computer Science Teacher
 High School “Perparimi”, Shkoder
 High School
 Teacher
- Trainer of advanced IT Courses and Financial Softwares
 Globe Language & Computer Centre, Shkoder
 Private Training Institution
 Coach (advanced IT Courses and Financial Softwares e.g Financa 5.0, Alpha 3.7, 7.0, Bilanci, etc)
 ICT Expert
- Computer Science Lecturer
 NonPublic University “Gjon Buzuku”, Shkoder
 Computer Science Department
 Computer Science Lecturer of the course: Information Technology in Public Administration
- ICT Expert
 ARM Shkoder & Beta80 Milano
 Regional Hospital, Emergency Department, Shkoder
 Developer and System Information Maintainer for EMMA (Emergency Management)
 System Information, implemented in albanian language.
 Mentor & Local Expert.
- ICT & Local Government Expert
 HELVETAS, Shkoder
 Decentralization of the Local Development Program
 Local Government Expert & ICT Consultant for Local Government Services, Web Platform, Financial Budgeting, etc.
- ICT & Local Government Expert
 Teuleda, Shkoder
 Local Agency for Economic Development
 Local Government Expert & ICT Specialist of the program.
- Coach & Local Expert
 Albanian Ajax School, Shkoder

<ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>NGO to assist in the education of children in need Coach & Local Expert</p>
<ul style="list-style-type: none"> • Dates (2015 – present...) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>CEO, Coach, Mentor & Local Expert Globe TIK & Language Education, Shkoder Private Vocational Training & Education Institution Head of Globe TIK & Language Education</p>
<ul style="list-style-type: none"> • Dates (2014 – 2019) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>ICT & Local Government Expert ICT Solutions, Tirana Software & Engineering Services ICT & Local Government Expert for Local Government Services, Taxes & Tariffs, Social Development, Financial Budgeting, etc.</p>
<ul style="list-style-type: none"> • Dates (2016) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>Local Government Expert ALCDF, Tirana Albanian Local Capacity Development Foundation Local Government Expert for the list of identified Administrative Services and the Book-Protocol of Administrative Procedures under the organization of the list of identified administrative services for Mat & Klos Municipalities</p>
<ul style="list-style-type: none"> • Dates (2017) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>Local Government Expert ALCDF, Tirana Albanian Local Capacity Development Foundation Local Government Expert for the implementation and training sessions of the civil servants' employees in the Municipalities of Mat & Klos</p>
<ul style="list-style-type: none"> • Dates (2017 – 2018) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>ICT Teacher "At Pjeter Meshkalla" School NonPublic High School Teacher of Information Communication Technology Subject</p>
<ul style="list-style-type: none"> • Dates (2018 – present...) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>COO (Chief Operating Officer) Alba NSI – Shkodër Albanian Branch of Software House NSI, Bologna, Italy Chief Operating Officer, Technical Responsible, e-Service Delivery & On-line Marketing Expert, Commercial Responsible, Product Manager</p>
<ul style="list-style-type: none"> • Dates (2019) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>Local Government Expert USAID Accelerated Civic Development and Cooperation Project in Albania Senior Local Government Expert and Trainer - FUNCTIONING OF INFO OFFICE for the Municipalities of Tepelena and Përmet</p>
<ul style="list-style-type: none"> • Dates (2019 – present...) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>National Coach and Mentor British Council & IZHA (Education Development Institute of Albania) 21st Century Schools Project National Teacher Coach and Mentor</p>
<ul style="list-style-type: none"> • Dates (2019) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector • Occupation or position held 	<p>Local Government Expert Smart Processes Strong Municipality Project (BtF) Senior Local Government Expert for the Budget Monitoring & Kindergartens Processes in 5 Municipalities (Shkoder, Malesi e Madhe, Fushe-Arrez, Puke dhe Vau i Dejes)</p>
<ul style="list-style-type: none"> • Dates (2019) • Name and address of employer <ul style="list-style-type: none"> • Type of business or sector 	<p>Local Government Expert LAG Integration (supported by USAID) Project - Dibra Municipality is now open to its citizens</p>

- Occupation or position held
 - Dates (2019)
- Name and address of employer
 - Type of business or sector
 - Occupation or position held
- Dates (2020)
- Name and address of employer
 - Type of business or sector
 - Occupation or position held
- Dates (2020 - present)
- Name and address of employer
 - Type of business or sector
 - Occupation or position held
- Dates (2021 - present)
- Name and address of employer
 - Type of business or sector
 - Occupation or position held
- Dates (2022 - present)
- Name and address of employer
 - Type of business or sector
 - Occupation or position held

Local Government Expert for the assessment of Transparency Measures and put in place and make effective use of the three transparency measures (the Transparency Program, Registers of Citizen Requests and Complaints, and Right to Information Coordinator) in the Municipality of Dibra

Local Government Expert
HELVETAS SWISS COOPERATION

Strong Municipalities Project (BtF)
Collection of performance indicators for purposes of monitoring and evaluation under the performance component of Strong Municipalities Project in the Municipalities of Shkodra, Malësi e Madhe, Vau i Dejës, Puka and Fushë Arrëz.

Local Government Expert
HELVETAS SWISS COOPERATION
Strong Municipalities Project (BtF)

Senior Local e-Government Consultant for the Municipal Council Portal and the Citizen Interaction Platform (ITMS) under the requirements of Strong Municipalities Project for Shkodra Council Municipality

Senior Expert & Trainer in the Low, Secondary and High Education Level
Balkan Youth Council
+Education Project

Senior Expert & Trainer for the Education field in Albania and Balkan Region, for the Low, Secondary and High Education Level regarding to the implementation of the +Education Project

Computer Science Lecturer
“Luigj Gurakuqi” University, Shkoder
Faculty of Natural Science, Mathematics & Informatics Department
Full – Time Computer Science Lecturer of different courses as:
Data Bases, Algorithms, Web Programming, Software Engineering, ICT in Teaching, Networking Administering, Formal Language

Innovation Researcher
University of Arizona Center for Innovation
Center for Innovation based at the University of Arizona
Full Time
Innovation and Startups, Research, Mentor

EDUCATION AND TRAINING

- Dates (1990 – 1998) Elementary School “Branko Kadia”, Shkoder
- Dates (1998 – 2002) NonPublic High School “At Pjeter Meshkalla”, Shkoder
- Dates (2002 – 2006) “Luigj Gurakuqi” University, Shkoder, Faculty of Natural Science, Informatics and Computer Science, Bachelor Degree. (240 credits)
- Dates (2010 – 2013) Tirana University, Faculty of Natural Science, Informatics & Computer Science, Master of Science Degree. (120 credits)
- Dates (2022 – present) PhD Candidate
Doctoral Studies on Sustainable Development Applications
University of Montenegro, Podgorica, Montenegro
- Dates (2006 – 2008) “Cactus” Tirana, CISCO Networks, CCNA level, full-time studies, skills: Very Good.
- Dates (2010) “ICT” Tirana, Microsoft Windows Server 2003-2008, Microsoft Active Directory Design and

Implementation.

- April (2013) “EIPASS – European Informatics Passport” Certification, Certipass - Milano
- July (2014) International Examiner (on-line certification) for all types of EIPASS – European Informatics Passport Certifications, Certipass – Milano
- July (2014) Albanian School of Public Administration - certified for digital competence and technical achievements in the field of electronic government for the local government
- November (2014) International Trainer (on-line certification) for all types of EIPASS – European Informatics Passport Courses, Certipass – Milano
- March (2015 - 2016) Women Democracy Network – Certified for the Leadership and Management Skills
- April (2016) BNT Electronics - Certified for the Skills of Management of the Electronic Document Management System of Archives in the Local Government Units after Territorial Administrative Reform (TAR)
- March (2018) Scrum Master (Scrum Framework) – NSI (Nier Soluzioni Informatiche), Bologna, Italy
- July (2018) Multimedia Trainer – Protik & S4J (Skills 4 Job)
- January (2019) National Teacher Trainer – British Council, 21st Century Schools Regional Project
- February (2019) Micro:bit Certificate & Coding Skills - British Council, 21st Century Schools Regional Project
- May - November (2020) Certificate of Completion and Achievement “Young Women Entrepreneurs Program” – US Embassy Tirana, Bind
- July (2020) UK Government – British Council, Certificate of Appreciation for planning and facilitating the online events as part of “21st Century Schools” Regional Program
- October - December (2020) Certificate of Completion for Integrated STEM (Scientific-Technology-Engineering-Mathematics) Teaching for Secondary Schools (High Education included) – European School Net Academy, SCIENTIX
- October - December (2020) Certificate of Completion for Digitally Competent Teachers for Creative Digital Students - European School Net Academy, EDU Regio
- 4 - 6 June (2021) Certificate of Completion for Campaigns and Communication, Jarl Hjarlmarson Foundation Sweden & Women’s Democratic Union Albania
- September (2021) – January (2022) STEM Ed Innovators Community – fellow of the Nitrogen Cohort, which is the will finish in international Cohort. This Teacher Fellowship is a community of practice for STEM educators to understand, apply, and improve Democratic STEM pedagogy. It combines an engineering-design innovation process and mentored synchronous learning for Teacher Fellows
- 14 -18 November (2022) Executive Education Certification
Systematic Innovation of Products, Processes, and Services
MIT Sloan Management School | Massachusetts Institute of Technology
Cambridge, Boston, USA

5. Information Systems and their impact on business processes in the Banking System
6. The role of ICT in improving the infrastructure of local government units
7. Identification of administrative services and their procedures for delivery at the local level after the implementation of the Territorial Administrative Reform
8. Functioning of Info Office for the Municipalities
9. "Real-Time Data | A New Technological Trend for Business" □ Metropolitan Journal of Science Engineering and Architecture, 3 (1), pp. 65-73 | Dr. Erarda Vuka; MSc. Helga Sallaku;
<https://drive.google.com/file/d/1wdGNjQSQFuOHDOF8VmEHZb9oNggexMEn/view>
10. MANAGERS 'SUPPORT IN EASIIING THE USE OF HOSPITAL INFORMATION SYSTEMS BY NURSES | Dr. Edra Fresku, Msc. Helga Sallaku, Msc. Fatjona Kroni, Msc. Seida Daija - ICT Lecturer, University of Shkodra "Luigj Gurakuqi"
Conference of Technical Medical Science – The performance of the curriculum sciences, their impact on the health system – ISBN 987-9928-274-95-3
11. USER SATISFACTION IN EASY OF ACCEPTANCE OF HOSPITAL INFORMATION SYSTEMS | Dr. Edra Fresku, Msc. Helga Sallaku, Msc. Fatjona Kroni, Msc. Seida Daija - ICT Lecturer, University of Shkodra "Luigj Gurakuqi"
Conference of Technical Medical Science – The performance of the curriculum sciences, their impact on the health system – ISBN 987-9928-274-95-3

December 2014 - Member of Albanian National E-Government Competence Centre

April 2016 - Albanian ICT Awards, The best public service, the winning price within the range of regional e-governance

December 2016 - Award for outstanding contribution in the field of innovation and e-government – ASPA

December 2016 – National Competition of Good Practices – 2016, *Best Practices in the Local Government Award, Integrated One Stop Shop System Information in the Municipality of Shkodra, the winning price within the range of regional competition*
Reference: <https://praktikatemira.qeverisjavendore.gov.al/>

January 2018 - National Competition of Good Practices – 2017, *Best Practices in the Local Government Award, Budget Transparency Web Portal of the Municipality of Shkodra, the winning price within the range of regional competition*
Reference: <https://praktikatemira.qeverisjavendore.gov.al/>