

🏠 Aleks Buda, 10000 Pristina 📞 046 176 545 ✉ amelastatovci@gmail.com

Date of birth	Gender	Place of birth
14-01-2006	Female	Pristina

I am a dedicated and hardworking individual with experience in customer-facing roles. Through my previous work, I have developed strong communication skills, patience, and the ability to work under pressure. I am highly motivated to start a career in customer service and I am eager to learn and adapt quickly in a professional office environment.

WORK EXPERIENCE

Bartender Heb's, Pristina Handled customer orders and provided high-quality service in a fast-paced environment. Communicated effectively with customers, resolved complaints professionally, and ensured a positive customer experience. Worked efficiently under pressure and as part of a team.	Nov 2024 - Apr 2026
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EDUCATION AND QUALIFICATIONS

Bachelor's Degree in Psychology (in Progress) Kolegji AAB, Pristina Studying Psychology with a focus on understanding human behavior, communication, and interpersonal relationships. Developed strong listening, empathy, and problem-solving skills, which are highly relevant for customer service roles.	Oct 2024 - Present
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INTERESTS

Psychology, communication, personal development, working with people and customer interaction.

SKILLS

English	Intermediate
Microsoft Word	Intermediate
Microsoft Excel	Beginner
Customer Service	Skillful