

Art Lleshi

Prishtinë, Kosovë

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Date of Birth: 13 August 2001

Professional Profile

Motivated and responsible professional with experience in sales, customer service, reception, and volunteer management. Strong communication skills, quick decision-making abilities, and a background in psychology. Passionate about social impact work, particularly in mental health and suicide prevention support services.

Work Experience

Sales Assistant – Arti Trade sh.p.k (Building Materials Storehouse)

Gjakovë, Kosovo | 2019 – 2021

- Assisted customers with product selection and inquiries
- Managed inventory and stock organization
- Processed sales transactions
- Maintained strong customer service standards

Receptionist – Prishtina Center Hostel

Prishtinë, Kosovo | June 2023 – September 2023

- Welcomed and assisted guests
- Managed bookings and reservations
- Handled customer inquiries and payments
- Ensured professional front-desk operations

Volunteer – Linja e Jetës (Suicide Prevention Hotline)

Prishtinë, Kosovo | 2023 – Present

- Provided emotional support through phone-based counseling
- Assisted individuals in crisis situations
- Maintained confidentiality and professional ethics

Volunteer Manager – Qendra për Informim dhe Përmisim Social (Linja e Jetës Project)

Prishtinë, Kosovo | September 2024 – Present

- Coordinated and supervised volunteer teams
- Assisted in training and onboarding new volunteers
- Supported project organization and communication
- Monitored performance analytics and optimized content accordingly
- Developed content strategies aligned with personal brand and public image

- Created engaging content (posts, reels, stories) to increase audience interaction
- Managed and grew social media presence across platforms

Prishtinë, Kosovo | 2023 – 2024

Social Media Manager & Content Creator – Alby Rydes (Housemate of Big Brother VIP Kosova, 2023–2024)

Education

Bachelor's Degree in Psychology – University for Business and Technology (UBT)

2021 – 2024

High School Diploma – Hajdar Dushi Gymnasium (Social Sciences)

2017 – 2020

English Language Courses | 2010 – 2016

Training & Certifications

- Suicide Prevention Hotline Training – Linja e Jetës (May 2023)
- Peace Education Training – International Association of Youth and Students for Peace (2022 – 2023)

Skills

- Excellent communication skills
- Strong interpersonal abilities
- Crisis response and emotional support
- Team coordination and leadership
- Customer service
- Quick thinker and adaptable

Languages

Albanian – Native

English – Good working proficiency

Additional Experience

Featured Extra (Speaking Role) – Bleach

Prishtinë, Kosovo | 2026

- Performed a small speaking role in a professional film production
- Followed direction from the director and contributed to scene execution
- Collaborated with cast and crew in a fast-paced on-set environment
- Demonstrated confidence, adaptability, and on-camera presence