



## CONTACT & INFO

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📍 St. Gjon Buzuku,  
Skenderaj, Kosovo

🎂 Date of birth: 21.10.2002

## EDUCATION

2021-2024

AAB COLLEGE

Bachelor of Nursing

## SKILLS

- Customer service & communication
- Lifting & carrying heavy loads
- Attention to detail
- Teamwork & collaboration
- Problem-solving
- Time management
- Adaptability

## LANGUAGES

- Albanian (Native)
- English (Fluent)
- German (Basics)

# AUROR KOCI

## WORK EXPERIENCE

### DIAL 360

Call Agent (2021-2022)

- Assisted clients with health insurance policies and coverage details. Processed inquiries and resolved issues efficiently. Provided clear and professional customer support. Maintained accurate records of client interactions. Handled high call volumes while ensuring quality service.

### Kraftverkehr Nagel GmbH & Co. KG

Factory Worker (July 2022-September 2022)

- Packed and carried boxes efficiently. Ensured proper handling of goods to prevent damage. Maintained a steady workflow in a fast-paced environment. Followed safety regulations and workplace guidelines. Assisted with organizing and storing shipments.