

# Betina Avdullahu

## IT Professional | Information System Graduate

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🌐 [linkedin.com/in/betinaavdulahu](https://www.linkedin.com/in/betinaavdulahu)

### Education

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**Bachelor in Information Systems, University of Business and Technology (UBT)** 12/2018 – 02/2022  
Prishtine, Kosovo

### Employment

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**Customer Advisor / Sales Consultant, Agjensionë EUROKOHA** 12/2023 – 12/2025  
Prishtine, Kosovo  
I have successfully managed direct communication with dozens of clients daily, contributing to increased sales through proactive and persuasive outreach. I have focused on enhancing customer satisfaction through ongoing follow-up and personalized support.

**Frontend Developer, Spin Agency** 03/2022 – 12/2023  
Prishtine, Kosovo  
Front-end development for web applications using React.js and WordPress. Responsible for daily code review, optimization, and maintenance to ensure performance and stability. Integrated and implemented REST APIs to provide dynamic and functional user interfaces.

**Frontend Developer, Katrori ITS** 08/2021 – 03/2022  
Prishtine, Kosovo  
Development of front end of web based applications with React.js framework. Code review and maintenance on a daily basis. Rest APIs implementation and functionalization in front end

### Skills

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#### Technical Skills

Microsoft Word  
Outlook  
Microsoft Excel  
React  
HTML/CSS  
Wordpress  
SQL/MySQL  
REST APIs  
Web-based Systems

#### Key Professional Skills

Basic financial advising and customer service  
Sales, cross-selling, and results-oriented approach  
Professional communication (phone & face-to-face)  
Negotiation and persuasion  
Time management and ability to work under pressure  
Accuracy, responsibility, and discretion

**Communication Teamwork Flexibility Attention to Detail Critical thinking Problem Solving**

#### Data Management and Databases

#### Soft Skills Verbal and Written

### Certificates

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- C # Programming Basics - Cult Club (2020)
- Summer Academy - Information Systems (UBT)
- Summer Academy - Economics, Banking, Finance & Insurance (UBT)

**Languages**

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- Albanian
- English