

Anisa Mehmeti

Infermiere

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Experience

Infermiere

Spital Amerikan

Oct 2023 - Jun 2024

Prishtine

New Entry Program

Teb Bank

Dec 2024 - Apr 2025

Cagllavice

Super Customer Support

Gjirafa I.N.C

May 2025 - Apr 2026

Prishtine

- Provided exemplary customer service by addressing inquiries and resolving issues promptly, ensuring a high level of customer satisfaction
- Utilized customer relationship management software to track interactions and analyze customer feedback, leading to targeted improvements in service quality.
- Trained and mentored new team members on best practices in customer service, fostering a collaborative team environment.

Summary

- Compassionate and dedicated nursing professional with extensive experience in patient care and quality improvement. Proven ability to leverage active listening and conflict resolution skills to enhance patient satisfaction and health outcomes. Recognized for training and mentoring team members, fostering collaboration in high-pressure environments. Committed to delivering exceptional healthcare services that prioritize patient well-being and safety.

Skills

Quality Improvement	Expert
Active Listening	Expert
Conflict Resolution	Expert
Stress Management	Expert
Health Education	Expert
Problem-solving	Expert
Time Management	Expert
Team Collaboration	Expert
Communication Skills	Expert
Patient Care	Expert
Excel	Advanced
Microsoft Word	Advanced
PowerPoint	Proficient

Languages

English

Certifications

Teb Bank - New Entry Program

Interests

Hiking