

## PROFESSIONAL EXPERIENCE

### **4D Trucking & Logistics Inc.**

Intermodal Dispatcher

02/2025 – 03/2026 | Prishtine

In my role as an intermodal dispatcher, I was responsible for coordinating the movement of freight between rail, truck, and terminal locations. I worked closely with drivers, rail yards, and customers to schedule pickups and deliveries, making sure everything stayed on track and on time. A big part of the job involved staying on top of container and chassis availability, tracking shipments, and solving day-to-day issues like delays, missed appointments, or equipment problems. I also handled data entry on a daily basis—updating load information, container tracking, appointment times, and equipment status in our system to make sure everything was accurate and up to date.

The role required strong communication skills, attention to detail, and the ability to stay organized while managing multiple tasks at once.

### **Balkans.io - Seal Skin Covers**

Shipping Specialist

06/2023 – 12/2024 | Prishtine, Kosove

In this role, I managed the full shipping process to ensure products were packed, labeled, and dispatched accurately and on time. I prepared all necessary shipping documents, coordinated with carriers and freight companies, and tracked shipments to make sure deliveries stayed on schedule. I also handled data entry tasks, updating shipment information, tracking numbers, and delivery status in our systems to keep everything accurate and up to date.

When issues like delays or lost packages arose, I took the lead in resolving them quickly to minimize impact on customers. I maintained detailed records of all shipments and worked closely with warehouse and customer service teams to ensure smooth communication and operations. By staying organized and proactive, I helped reduce errors and improve delivery times. This role helped me develop strong problem-solving skills and a solid understanding of logistics and supply chain management.

# Shkendije Ademaj Makolli


Intermodal Dispatcher



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## COURSES

### **English Course**

Oxford English Studio

01/2019 – 12/2019 | Istog

Proficiency Level : Advanced.

## SKILLS

- Microsoft Office Programs
- Creative Writing
- Product Marketing
- Social Media and Digital Marketing Campaigns
- Communication, Team Work and Collaboration
- Hard-working and Dedicated
- Ambitious and Strive on being challenged
- Decision Making
- Time management
- Creativity and Flexibility
- Adaptability and Attention Detail

Pano Marketing

Marketing Specialist

12/2021 – 06/2023 | Prishtine

In my role as a marketing specialist, I developed and executed marketing campaigns to effectively promote products and services. I conducted market research to identify customer needs and analyze competitor activities, ensuring our strategies were well-informed. I was responsible for creating content across various channels, including social media, email marketing, and advertising, while monitoring campaign performance to optimize results. I collaborated closely with sales and creative teams to align marketing efforts with business goals.

Ipko

Customer Service Representative

03/2021 – 11/2021 | Prishtine

In my role at the IPKO store I worked at, I assisted customers by providing detailed information and guidance to help them select the most suitable mobile plans, devices, and accessories based on their individual needs. I managed essential tasks such as SIM card activations, bill payments, and addressing inquiries related to products, services, and promotions. Additionally, I supported customers with basic technical troubleshooting to resolve common issues efficiently and ensured they had a smooth and positive experience throughout their visit. I consistently focused on delivering excellent customer service by communicating clearly, understanding customer concerns, and providing tailored solutions. Through this role, I developed strong interpersonal skills and gained a thorough understanding of telecommunications products and services, contributing to customer satisfaction and loyalty.

EDUCATION

English Language and Literature

University of Prishtina

10/2021 – 09/2025 | Prishtine

LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div></div>
Turkish	<div><div></div><div></div><div></div><div></div><div></div></div>
Spanish Language	<div><div></div><div></div><div></div><div></div><div></div></div>