

# DIELLONA MURATI

## CONTACT



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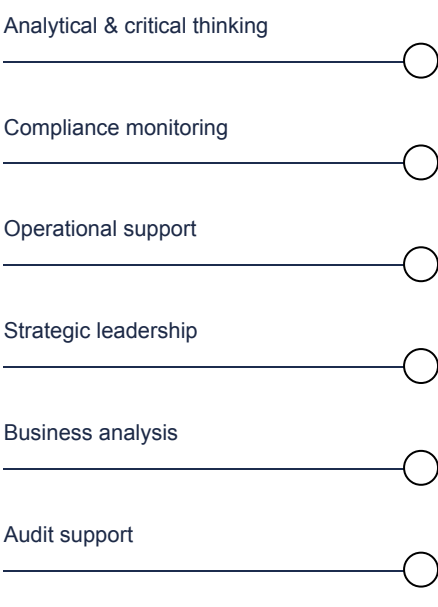
St. Imzot Nikë Prael, Prishtinë,  
10000, Kosova

## ABOUT ME

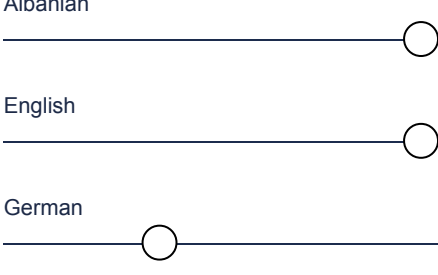


Detail-oriented and motivated professional with experience in banking operations, internal control, compliance, and administration. Skilled in financial monitoring, AML/KYC procedures, and customer service, with strong organizational and communication abilities

## SKILLS



## LANGUAGES



## WORK EXPERIENCE



SEP 2025  
PRESENT

### INTERNAL CONTROL OFFICER

Kreditimi Rural i Kosovës (KRK)

- Monitored and evaluated internal control procedures to ensure compliance with microfinance regulations, internal policies and risk management standards.
- Reviewed financial and operational processes to detect errors, fraud risks, and non-compliance issues.
- Prepared detailed internal control reports and presented findings, observations, and corrective action recommendations to management.
- Ensured adherence to internal procedures, policies, and industry standards across departments.
- Performed periodic checks and reconciliations to ensure accuracy and integrity of financial records.
- Investigated irregularities and supported management in resolving compliance and operational issues.
- Supported external audit activities by providing required documentation and explanations.

JUN 2024  
JUN 2025

### BRANCH OPERATIONS ASSISTANT

TEB Bank

- Supported daily branch operations to ensure efficient and accurate banking services in compliance with internal policies and regulatory standards.
- Assisted in processing customer transactions, account maintenance, cash operations, and administrative banking activities.
- Assisted in cash management activities, including cash balancing, vault operations, and ATM reconciliation processes.
- Ensure proper handling and secure maintenance of customer records, financial documents, and confidential information.
- Supported compliance and audit requirements by maintaining accurate documentation and assisting during internal and external audits.
- Assisted customers with banking inquiries and provided professional support to ensure a high standard of customer service.

MAR 2024  
JUN 2024

### DEPUTY STORE MANAGER

Pull&Bear (INDITEX)

- Assisted the Store Manager in overseeing daily store operations to ensure efficient workflow and high customer service standards.
- Supervised and supported staff, ensuring effective team performance, productivity, and compliance with company policies.
- Managed opening and closing procedures, cash handling, and daily financial reconciliations.
- Monitored inventory levels, stock replenishment, and merchandise organization to maintain product availability and presentation standards.
- Assisted in achieving sales targets by implementing sales strategies and promoting excellent customer engagement.
- Coordinated staff schedules, task delegation, and operational priorities to optimize store performance.
- Supported recruitment, onboarding, and training of new employees to maintain a motivated and knowledgeable team.
- Prepared operational and sales reports for management review and performance analysis.

JUN 2022  
JAN 2024

### ASSISTANT MANAGER

TexCo

- Assisted the factory manager in coordinating daily production and operational activities within the knitwear manufacturing facility.
- Monitored production schedules and workflow to ensure timely completion of orders and achievement of production targets.
- Coordinated with production, quality control, and warehouse teams to maintain efficient operations and product quality standards.
- Maintained production records, inventory documentation, and operational reports for management review.
- Supported quality assurance processes by monitoring product standards and addressing production issues when necessary.
- Assisted in raw material management, stock monitoring, and coordination of supply requirements for uninterrupted production.
- Assisted in training and onboarding new employees to support operational effectiveness and teamwork.

MAR 2021  
MAY 2022

### ACCOUNT MANAGEMENT INTERN

BpB Bank

- Assisted the KYC/Compliance team in conducting customer due diligence and verifying client information in accordance with regulatory requirements.
- Supported the onboarding process by ensuring completeness and accuracy of KYC files and customer profiles.
- Performed data entry and maintained accurate customer records within internal banking and compliance systems.
- Conducted background checks and screening against sanctions, watchlists, and politically exposed persons (PEP) databases.
- Identified missing or inconsistent information and coordinated with relevant departments or clients for resolution.
- Supported periodic reviews and updates of customer accounts to ensure ongoing regulatory compliance.

OCT 2019  
FEB 2020

### ADMINISTRATIVE ASSISTANT

Ministry of Internal Affairs

- Provided administrative and operational support to ensure the efficient functioning of government office activities and public services.
- Managed official correspondence, documentation, filing systems, and records in compliance with governmental procedures and regulations.
- Maintained accurate databases and confidential records while ensuring proper document control and data integrity.
- Assisted citizens and visitors by providing information, responding to inquiries, and directing requests appropriately.

## EDUCATION



2026

### M.A. MANAGEMENT AND FINANCE

Biznesi College | Pristina, Kosovo

2023

### B.A. BUSINESS MANAGEMENT AND ECONOMICS

Biznesi College | Pristina, Kosovo

2020

### B.SC. BANKING, FINANCE AND ACCOUNTING

University of Prishtina "Hasan Prishtina" | Pristina, Kosovo