

Fatjona Citaku

fatjonacitaku27@gmail.com | +383 49758436 | Prishtin

Started career in cashier operations, handling payments, customer service, and daily financial procedures. Gained experience as an online sales representative through social media platforms, managing customer inquiries, orders, and product promotions. Promoted to responsible staff for store calculations, daily reports, inventory coordination, and financial accuracy. Advanced to Store Manager, overseeing daily operations, staff supervision, scheduling, and customer satisfaction. Over 7 years of management experience in retail and gastronomy, ensuring operational efficiency, team performance, and achievement of sales targets.

Work Experience

Store Manager

2022-2025

Papirun Express | Prishtine

Store Manager in gastronomy, responsible for overseeing daily operations, managing staff, ensuring high-quality customer service, maintaining inventory and financial accuracy, and achieving sales targets. Skilled in team leadership, problem-solving, and improving operational efficiency.

Store Manager and Accountant

2019-2022

Eli AB | Fushëkosovë

Store Manager and Accountant in a retail environment, responsible for overseeing daily operations, managing staff, handling financial calculations, maintaining inventory, adjusting prices, labels, and product expiration dates, and ensuring accurate reporting. Skilled in team leadership, problem-solving, and achieving sales and operational targets.

Cashier & Online Sales / Online Store Manager

2016-2019

Lenti | Prishtin

Started career as a cashier, managing payments and providing customer service. Gained experience as an online sales representative, handling customer inquiries, processing orders, and promoting products through social media. Advanced to Online Store Manager, overseeing online sales operations, coordinating the team, managing inventory, and ensuring customer satisfaction and sales targets. Skilled in team leadership, problem-solving, and improving operational efficiency in both physical and online retail environments.

Education

Radiologji

2024-

Kolegji AAB | Fushkosov

Gjuhe turke

2020-2024

fakulteti filologjik | Prishtin

Shkenca Shoqerore

2016-2018

Shote Galica | Seknderaj

Languages

English (Niveli), Turkish (Niveli), Albanian (Niveli)

Skills