

# CURRICULUM VITAE

**Name:** Vlora Makolli

**Date of Birth:** 27.11.2001

**Place of Birth:** Prishtina, Kosovo

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**Location:** Prishtina, Kosovo (planning to move to Bursa, Turkey)

## PROFILE

Motivated and communicative customer support professional with experience in call center services. Interested in remote (work from home) positions in customer support and chat support. Able to work in a dynamic environment and handle customer communication professionally.

## LANGUAGES

Albanian – Native

Turkish – Very Good

English – Intermediate (communication & written)

## WORK EXPERIENCE

Call Center Agent – 1 year experience

- Customer communication via phone
- Problem solving and customer assistance
- Basic CRM system usage

## EDUCATION

High School – Social Sciences

Prishtina, Kosovo

## SKILLS

Customer support (chat & phone)

Communication skills

Computer literacy

Fast learning and adaptability

Teamwork

## INTEREST

Remote work (chat support, customer service, email support)