Ervin Cokaj

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Gender: Male **Date of birth:** 10/02/2000 **Nationality:** Albanian

WORK EXPERIENCE

FHS Consultants - SFC

City: Tirana | **Country:** Albania

[08/03/2021 – 24/10/2025] **Project manager**

1. **Project Planning:** Responsible for creating project plans, defining project scopes, timelines, and resources required for successful project execution.
2. **Team Coordination:** Coordinating with project teams, assigning tasks, and ensuring that each team member understands their roles and responsibilities. Effective communication and collaboration are key to ensuring smooth workflow and project progress.
3. **Debt Collection and Medical Billing:** Overseeing debt collection and medical billing projects, ensuring compliance with regulations and standards while optimizing processes for efficiency and accuracy.
4. **Quality Assurance:** Ensuring that project deliverables meet quality standards and align with client expectations. This involves conducting regular reviews and quality checks throughout the project lifecycle.
5. **Project Documentation:** Maintaining accurate project documentation, including project plans, status reports, and other relevant documentation to track project progress and ensure compliance with company policies and procedures.

ICC - International Consulting Center

City: Tirana | **Country:** Albania

[15/12/2024 – 03/2025] **Supervisor - Team Leader**

1. **Supervising** and managing a team of call center agents, ensuring adherence to performance goals and quality standards.
2. **Monitoring** calls and providing real-time feedback to improve customer interactions and service efficiency.
3. **Training** new hires and conducting coaching sessions to enhance team performance and skill development.
4. **Managing** shift schedules, attendance tracking, and workload distribution for optimal productivity.
5. **Handling** escalated customer complaints and resolving complex issues to ensure customer satisfaction.
6. **Analyzing** performance metrics and preparing reports for management to improve operational efficiency.
7. **Implementing strategies** to boost team motivation, reduce turnover, and maintain a positive work environment.

SuperFastCapital

City: Tirana | **Country:** Albania

[01/07/2023 – 15/04/2024] **Transcriber / Underwriter**

1. Accurately transcribing financial data from bank statements, ensuring precise representation of transactions, dates, and amounts.
2. Analyzing and interpreting complex financial information within bank statements to extract relevant details and insights.

3. Verifying the authenticity and integrity of data within bank statements through meticulous attention to detail and cross-referencing with source documents.
4. Identifying discrepancies or irregularities within transcribed bank statements and promptly notifying appropriate stakeholders for resolution.
5. Collaborating with team members to prioritize and efficiently manage transcription tasks to meet project deadlines and client requirements.
6. Utilizing specialized software and tools to facilitate accurate and efficient transcription of bank statements, while adhering to industry standards and guidelines.
7. Communicating effectively with clients or supervisors to clarify requirements, address concerns, and provide updates on transcription progress.

AutoServis Berti

City: Koplik | **Country:** Albania

[03/11/2025 – Current]

Automotive Electronics & Online Store Manager

- Manage and operate the company's **eBay store**, including product listings, pricing, order processing, and customer communication.
- Designed and developed the company **official website**, and currently maintain and manage the online platform and digital presence of the business.
- Perform **ECU programming and chip tuning**, including software modification and performance optimization for various vehicle models.
- Work with **vehicle electronic modules** such as ECUs, immobilizer systems, instrument clusters, and other control units.
- Perform **coding, programming, and software-related diagnostics** for automotive electronic components.
- Prepare and sell automotive electronic modules and parts through online marketplaces, ensuring accurate documentation and listings.
- Support technical troubleshooting related to **vehicle electronic systems and module programming**.

EDUCATION AND TRAINING

Bachelor of Computer Engineering

UPT - Albanian University

City: Tirana | **Country:** Albania

Computer Engineering graduate with proficiency in hardware and software systems, poised to make significant contributions in the technology sector. Eager to apply acquired skills and knowledge to tackle challenges and drive innovation in the field.

LANGUAGE SKILLS

Mother tongue(s): Albanian

Other language(s):

English

LISTENING C2 **READING** C1 **WRITING** C1

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Italian

LISTENING B2 **READING** B1 **WRITING** A2

SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

WEB: Web Designer, Web Developer | Wordpress | Microsoft Office | Social Media | Power BI | Contect Editing | Content Manager | Data Collection, Data Entry, and data Analysis Softwares | Basic programming C, C++ | Html, Java, CSS | E-Commerce | Digital Marketing | Google Ads | SEO | SEO | Facebook Ads | customer service | Facebook Business Manager | Google Analytics | WordPress | WordPress | AI | Ebay

HOBBIES AND INTERESTS

Hobbies and Interests

Outside of work, I enjoy participating in outdoor events such as hiking, cycling, and camping, which not only keeps me physically active but also allows me to appreciate nature. Additionally, I am passionate about exploring the intersection of technology and finance, particularly in the realm of cryptocurrency. I actively follow developments in the crypto space, engage in discussions, and stay informed about the latest trends and innovations.

PROJECTS

[2016] **Pugster – 2D Platformer Game**

Personal Project | 2016

- Developing and designing a 2D side-scrolling platformer featuring a pug as the main character.
- Implementing smooth jump mechanics, obstacle interactions, and level progression to enhance gameplay experience.
- Creating pixel-art visuals and animations to establish a retro-inspired aesthetic.
- Designing and balancing levels with increasing difficulty to provide a challenging yet enjoyable experience.
- Integrating collectibles and power-ups to add depth and engagement to the gameplay.
- Optimizing game performance and ensuring a responsive user interface.

MANAGEMENT AND LEADERSHIP SKILLS

Management and Leadership Skills

Experienced in management and leadership, with a proven track record of effectively guiding teams toward achieving common goals. Skilled in strategic planning, decision-making, and fostering a collaborative and motivational work environment to drive productivity and success

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and Interpersonal Skills

Strong communication and interpersonal skills, demonstrated through the ability to effectively convey complex ideas, collaborate with team members, and build positive relationships with clients and stakeholders. Proficient in verbal and written communication, with a proven track record of fostering open dialogue and facilitating productive teamwork.