

Name:	Dafina Turkeshi Ballanca	
Position for this Contract:	Key Consultant/Senior Researcher	
Nationality:	Kosovar/ Macedonian/ Albanian	
Contact information:	A: ArmendDaci 14/4 Prishtina, Kosova T:+386 49 706 700 E: dafina@bdgroup-ks.com	
Countries of Work Experience:	Kosovo, Albania, Macedonia, USA	
Language Skills:	Albanian, English, Macedonian, Spanish	
Educational and other Qualifications:	2018-2020: PhD candidate University of Osjek, Faculty of Economics, Department: International Centre for Entrepreneurial Studies, Doctoral program Entrepreneurship and Innovativeness. 2013- 2014: Universidad Autonoma de Barcelona, Barcelona, Spain, MA of Science on Management Organization and Business Economics. 2000-2004: Diploma in Management and Computer Science, Faculty of Economy, University of Prishtina.	
Summary of Experience: Experienced in drafting business proposals, conducting market research and salary surveys, specialized in providing trainings and has great abilities of compiling organisation policies and regulations.		
Relevant Experience (From most recent):		
Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:
2011-ongoing	Business Development Group Prishtina, Kosovo	CO-Partner Overall Management of the company Develop and execute business strategies, standards, work ethics, code of conducts, regulations and policies. Compile and execute Business Plans for the company and clients; Consultancy in business and project management development. Development of HR units, development of competence based assessment center; development of HR procedures and policies, development of performance management systems, training Provide HR Management and Administration

		<p>constancy. Develop Marketing campaigns and strategies. Build and analyse Financial Statements – Planning and execution</p> <p>More than 50 training sessions for National and International Organizations on the following topics:</p> <p>Mentor and Coach start-up businesses in different fields and stages, i.e. from product/service preparation to sales in accordance with the business plan.</p> <p>Tailor and deliver trainings based on business needs and analysis</p> <p>Prepare Training Reports with all necessary information, e.g., topic summary, training content, training and participant evaluation etc.</p> <p>Soft skills in business</p> <p>Project management, planning, implementing, monitoring, evaluating and reporting processes.</p>
<p>2012 - Present</p>	<p>ADEC - Action for Development and Empowering Communities</p>	<p>Co-founder</p> <p>Overall Management of the NGO</p> <p>Develop and execute organization strategies, standards, work ethics, code of conducts, regulations and policies.</p> <p>Build and analyse Financial Statements – Planning and execution</p> <p>More than 50 training sessions for National and International Organizations on the following topics: Office Management, Soft Skills, Leadership and Life Skills</p> <p>Mentor and Coach start-up businesses in different fields and stages, i.e. from product/service preparation to sales in accordance with the business plan.</p> <p>Tailor and deliver trainings based on business needs and analysis</p> <p>Prepare Training Reports with all necessary information, e.g., topic summary, training content</p>
<p>2016 - Present</p>	<p>College Universum</p>	<p>Lecture</p> <p>Teaches courses on Organizational Culture, Management of Technological Innovation and</p>

		Organisation Behaviour
2008-2011	ProCredit Bank Kosovo	<p><i>Trainer for Client Advisors,</i></p> <p>The training center's main activity is capacity building and development based on approved bank regulations, procedures, training and risk management methods.</p> <p>Keep abreast of new products/services to be delivered to employees via training programmes and evaluation systems.</p> <p>Monitor newly established projects</p> <p>Coach and mentor new trainers in their roles and development functions.</p> <p>Deliver training based on coordinated schedules and tight dead-lines.</p> <p>Contingency plans for every training and its possible failure.</p> <p>Train for cash management and financial statements – daily, weekly, monthly, quarterly and yearly reports.</p> <p>Recruited new trainees for every department of the bank – tailored recruiting methods.</p> <p>Develop, execute and monitor Kosovo wide general competency test (of over 1,500 staff members.</p>
2004-2008	ProCredit Bank Kosovo	<p><i>Senior Client Advisor</i></p> <p>The Business Centre within ProCredit Bank provides administrative, financial and banking services and support to small and big enterprises, companies and corporate.</p> <p>The Senior Client Advisor acts, performs duties of a client relationship manager by identifying new clients, create a network - develop and maintain the relationship.</p> <p>Serves in bank and clients' interest by explaining and selling bank's most attractive products/services and builds on mutual trust.</p> <p>It coordinates and manages 8-10 Cashiers, Client Advisors and Receptionists.</p> <p>It is responsible for execution of business center's internal policies and procedures and that code of conduct is fully respected by all front office personnel.</p>

		<p>Analyses market/business fluctuation and organizes workload accordingly.</p> <p>It distributes loans and verifies outgoing transfers, identifying and highlighting suspicious transactions to Banking Service Coordinator.</p> <p>Drafts outgoing financial statements of the branch.</p>
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