

Name:	Florentina Dushi	
Position for this Contract:	Team Leader/Senior Researcher	
Nationality:	Kosovar / Bosnian	
Contact information:	A:HilmiRakovica 74/24, Aktash 1, 10000 Prishtina T:+386 49 443 140 E: florentina@bdgroup-ks.com	
Countries of Work Experience:	Kosovo, Germany, Albania, BIH, USA	
Language Skills:	Albanian, English, German, Serbian, Spanish	
Educational and other Qualifications:	2018 – 2020 Josip Juraj University of Osijek, Osijek, Croatia PhD cand. Entrepreneurship and Innovativeness 2005-2007 Master of Arts in Psychology of Excellence in Business and Education Ludwig Maximilians Universitaet, Munich, Germany Major: Organizational Psychology and HR Management Minor: Adult Learning and Development of Vocational and Educational Trainings MA Thesis: Ego-depletion and Decision Making (Quasi-Experimental Study) 2001-2004 BA in Psychology, University of Prishtina, Kosovo Major: General Psychology	
Summary of Experience: Has more than 12 years of experience in human resource development, project management, promotion activities and market research conduct.		
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:
May 2011- ongoing	Business Development Group ADEC 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 constancy. Develop Marketing campaigns and

		<p>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>Sales Training Customer Service and Care Communication Skills Management Skills Performance Management Team Management Team Building Stress Management Office Management, and other related TNA Conduct Preparation for Recruitment Process</p> <p>Project management, planning, implementing, monitoring, evaluating and reporting processes.</p>
<i>March 2011 Present</i>	Dardania College	<p>Lecturer</p> <p>Develop Course Syllabuses & deliver courses:</p> <ul style="list-style-type: none"> - Organizational Development and Leadership, - Marketing & Consumer Psychology - Introduction to Coaching Strategies - Organizational Behavior - Career Counseling <p>Supervise BA Thesis</p>
<i>Oct 2010 – Nov 2011</i>	CEED Kosovo, USAID Contractor	<p>Project Manager</p> <p>Overall project management; Conduct training sessions on granting procedures, including best practices and necessary steps to follow in grants with national and international organizations such as various line ministries in Government of Kosovo, USAID, EU, Embassies from EU.</p> <p>Conduct of annual monitoring and evaluation processes;</p>

		<p>Compilation of new project proposals in acquiring grants: USAID, EU; Develop training programmes for SME Sector;</p> <p>Moderate training sessions; Organizes learning and networking events; Recruit Guest Speakers and Mentors. Mentor start-up businesses;</p> <p>Co-organize B2B events at regional level.</p> <p>Prepare monthly, quarterly and annual progress reports;</p>
<i>Sep 2007 – Aug 2010</i>	ProCredit Bank Kosovo	<p><i>Project Coordinator/Consultant</i></p> <p>Develop Training Programme for pool of talents focus on tailored Soft Skills Training</p> <p>Set-up Recruitment Process, including Assessment Center;</p> <p>Development of Training Guidelines and Procedures for the Human Resources and Training Department;</p> <p>Set up Job Performance Evaluation System for newly hired employees;</p> <p>Deliver Training Sessions. Evaluate Training Programme Effect;</p> <p>Deliver Soft Skills Training to more than 700 employees;</p> <p>Coordinate English Training Program for existing staff;</p> <p>Prepare management reports directed to the Board of Directors;</p> <p>Co-conduct Training Needs Assessment (TNA);</p> <p>Co-ordinate process of organizing outsourced trainings.</p>
<i>Oct 2008- Feb 2009</i>	University of Prishtina, Kosovo	<p><i>Lecturer</i></p> <p>Develop Course Syllabus: Cognitive Psychology</p> <p>Deliver Classes on: Cognitive Psychology</p> <p>Assess students' performance</p> <p>Supervise scientific papers</p>
<i>Aug 2006- Sep 2006</i>	Volkswagen AG	<p><i>Assistant</i></p> <p>Co-conduct benchmarking within Product Development Department</p> <p>VW Coaching, Review of Feedback Process</p> <p>Team member at developing Customer Satisfaction</p>

		system
<i>Apr 2006 – Jul 2007</i>	Ludwig Maximilians University	<p><i>Student Tutor</i></p> <p>Organizing a course syllabus:</p> <ul style="list-style-type: none"> - Counselling in Context of Parenthood (in German) - Family School Linkages - Counselling Services for Special Groups <p>Literature Search</p> <p>Invitation of certain Guest Speakers</p>
<i>Dec 2004- Jul 2005</i>	Labyrinth	<p><i>Project Coordinator</i></p> <p>Project Coordination;</p> <p>Research Conduct;</p> <p>Presentation of the Organization in relevant meetings;</p> <p>Lobby and contact possible donors for fundraising;</p> <p>Data gathering for research purpose within the organization;</p> <p>Data analyses;</p> <p>Report Writing.</p>
<i>May 2004 – Nov 2004</i>	NGO the Forum	<p><i>Project Coordinator</i></p> <p>Advocacy for initializing law reforms for infection diseases;</p> <p>Cooperate with youth centers;</p> <p>Organizing trainings for youth – Communication Skills;</p> <p>Prepare monthly, quarterly progress reports;</p> <p>Co-ordinate all project activities</p> <p>Report Writing.</p>
<i>Jan 2003 – Mar 2003</i>	Intitute of Social Policy	<p><i>Co-researcher</i></p> <p>Co-researcher "Child Labour" (Qualitative Research);</p> <p>Sample identification and data gathering;</p> <p>Data analysis;</p> <p>Compilation of a research report;</p> <p>Present research report at International University,</p>

		Dubrovnik, Croatia
<i>Mar 2002 – Apr 2004</i>	Labyrinth	<p><i>Co-researcher</i></p> <p>Psychological Counselling;</p> <p>Co-researcher "Drug abuse" (Quantitative Research);</p> <p>Sample identification and data gathering;</p> <p>Data statistical analysis;</p> <p>Compilation of research report.</p>