

CURRICULUM VITAE



DORINA MASTORA

DATE OF BIRTH: 16.10.1983
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EDUCATION

2007 – 2012

FACULTY OF ECONOMICS, GJIROKASTRA UNIVERSITY

2002 - 2006

FACULTY OF FOREIGN LANGUAGES/
ENGLISH LANGUAGE BACHELOR DEGREE

MARCH 2019-ONGOING

Member of: ADMINISTRATIVE BOARD OF UNIVERSITY “Eqrem Cabej” Gjirokaster

OCTOBER 2016-ON
GOING

SOCIETE GENERALE ALBANIA-BRANCH MANAGER

- Dealing with sales, managing the Branch sales rep and the branch daily operations. Inputting credit files retail and Commercial. During my daily work I am a leader, trainer, supervisor to all tellers and Personal Bankers. -Responsible for all authorizations of daily transactions.
- -Participate in community organization and activities to enhance the bank’s image and develop additional business and referral resources. -Managing difficult situations with customers and providing them with a solution.
- -Prepare Teller and PBRs performance appraisals and disciplinary notices as needed.
- -Providing a level of care that makes customer feel welcomed, significant and engaged.
- Prepare customers files and analyse their business

**JANUARY 2014 –
OSCOBER 2016**

**October 2011-
December 2013**

Nacional Commercial Bank

Branch Manager –Gjirokaster. Under supervision 10 employees.

- Dealing with sales and the management of the branch.
- Directing all operational aspects including distribution, customer service, human resources, administration and sales in accordance with bank's objectives. Providing Training, coaching, development and motivation for bank personnel.
- Main Duties: To present the Bank in the Community.
- -To build relations of cooperation with local public institutions and participate in relevant activities.
- -To monitor the behaviour of customers in the market.
- -To know the market completion and make propositions for possible changes in order to maximize profits.
- -Propose Budget plan based on bank objectives.
- -Follow the process of bad credit management before and after legal proceedings.
- -To achieve the objectives of the branch

Raiffeisen Bank Gjirokaster, Albania

Branch Manager

Under supervision 5 units:

1. Gjirokastra Main Branch
2. Agency Gjirokastra
3. Kakavije Agency

Total staff under supervision 22 employees

- Reaching the management of business development activity in branch and agencies for individuals, Micro and Premium customers as well as staff development in order to achieve the qualitative and quantitative set targets; improving of customer service quality for individuals and all business segments
- Ensure the proper application of bank manuals guidelines, procedures and relations in force.
- Ensure the progress and strengthening of relations with existing customers (paga+ Institutions, Micro business, depositors etc) as well as creating a successful relationship with new and potential customers.
- Constantly identify potential of new business in the market area
- Represent the Bank and promotes the company in a positive manner through participations in local activities.
- Develop and implement action plans for the Branch/Agencies so that business objectives and key performance indicators are achieved in Premium, Micro &PI Segment.
- Manage performance of staff by setting appropriate objectives, constantly coach and train and give feedback to staff, deliver objective performance appraisal.

INDIVIDUAL WORK EXPERIENCE

<p>July 2011-October 2011</p>	<p>CERTIFIED INTERNAL TRAINER (South District Raiffeisen Bank)</p> <p>Status : Ongoing</p> <ul style="list-style-type: none"> ❖ Learn how to organize training sessions according to existing training designs ❖ Learn how to preserve learning energy for the training group and how to treat different characters of participants. ❖ Enlarge the participant supplies of training methods and skills ❖ Share training experiences with other trainers ❖ Feel comfortable in different roles and know how to change the role if it is necessary ❖ Transfer knew knowledge and skills to professional tasks in the network bank. <p>Branch Coordinator</p> <p>Coordinating the job inside the branch. Supervising the staff under supervision and the sales process, responsible for achieving the overall business target of the Branch.</p> <p>Responsible for the proper organization, planning and monitoring of the business of PI and PRM. Designing daily, weekly, monthly plan to be followed by the employees. Closely monitoring the sales achievements.</p>
<p>2007- JULY 2011</p>	<p>Raiffeisen Bank</p> <p>Loan Specialist , Customer Service/full time contract</p> <p>Responsible in:</p> <ul style="list-style-type: none"> • Responsible for achieving the targets set by the respective supervisor on daily/monthly basis; • Focused on selling all the products of the bank • Consult with customers to resolve complaints and verify financial and credit transactions. • Very careful in fulfilling customers’ needs. • Works in a team to harmonize the process of references from tellers and customer service with the sale of products • Evaluate customer records and recommend payment plans based on earnings, savings data, payment history, and purchase activity. • Discusses and accepts credit applications; ensures that all lending forms and documentation are correctly completed; proper documentation is contained in credit files (both hard and soft copy) and data is properly entered in Bank Loan information system • Prepares customer business files • Coaches and supervises junior team members • Develop and increase client’s database and assistance during credit negotiations with the clients.

2005-2007	<ul style="list-style-type: none"> • Journalist –Local TV Channel 7 • English Teacher “ Vocational Training Center” 			
LANGUAGES				
	Language	speaking	reading	writing
	Greek	Fluently	Fluently	Very good
	English	Fluently	Fluently	Fluently
	Italian	Fluently	Fluently	Fluently
	German	Good	Good	Good
COMPUTER SKILLS				
	Windows and Office '98, Excel, Power Point, Internet Explorer. Adobe Photoshop, Outlook, etc			

Summary of Qualifications:

Years of working in an international bank have taught me how to handle complex problems efficiently and to make the best of limited resources and permanently changing structures.

I see my strong points in teamwork and communication and managing

I believe that this position will not only contribute to my continued professional growth but will also be a great challenge which I am very willing to face.

Personal skills and competences

- ❖ Welcome change; see it as an opportunity rather than something to resist
- ❖ Seek to make the most efficient use of time and produces work in a timely manner
- ❖ Know how to listen actively/attentively, demonstrating effective clarification skills
- ❖ Good ability to adapt to multicultural environments
- ❖ Competent in field of endeavour; stay current with latest trends in professional field
- ❖ Carry out functions in an organized and thorough manner. Know how to systematically solve problems and be organized to accomplish the greatest productivity with least effort
- ❖ Inclusive, open, participative, encouraging people to take responsibility and make decisions