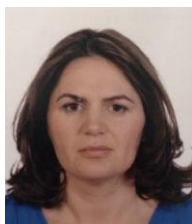


PERSONAL INFORMATION

Suela Coka



 Rruga Petro Nini Luarasi, Lagjja Ali Demi, 1001 Tirana (Albania)

 0684072275

 coka.suela@gmail.com

WORK EXPERIENCE

18 Nov 2019–Present

Administrator in Fin Flex shpk

Tirane (Albania)

All the activities and the responsibilities of a company administration

12 Sep 2019–Present

Head of Loan Department at UniFin Credit Union

Tirane (Albania)

All the activities and the responsibilities of a Head of Loan department.

19 Mar 2012–9 Aug 2019

Branch manager

Union Bank

Union Bank-"Ali Demi" Branch, Tirana (Albania)

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Ensure that goals and deadlines are met and that projects are led in compliance with the institution's policies and procedures
- Network to improve the presence and reputation of the branch and company
- Training, mentoring, supervising, and disciplining administrative staff in order to ensure the overall efficiency of daily operations
- Keeping up-to-date on current banking regulations, policies, procedures, and protocols, and ensuring that employees are too
- Liaising with the head office and other branch offices to ensure the smooth management of operations

31 Jan 2008–18 Mar 2012

Branch manager

Tirana Bank, Lac (Albania)

All the activities and the responsibilities of a branch manager.

15 Mar 2006–30 Jan 2008

Assistant Branch Manager

Societe General, Lac (Albania)

- Ensure the branch and vaults are opened and closed on a timely basis.
- Enforce dual control procedures at all times.
- Facilitate teller buys and sells to the vault.
- Balance vaults, coin machines, taxes, FICA, etc.
- Audit teller drawers
- Maintain monthly branch efficiency logs.
- Assist new tellers with training.
- Overseeing teller duties and assists line with customer transactions during peak periods.
- Keeping staff informed of pertinent changes in operational policy and procedures.
- Preparing teller performance appraisals and disciplinary notices as required.
- Schedule tellers for adequate coverage at all times.
- Perform pre-audits to ensure ongoing adherence with compliance procedures.
- Maintain and test alarms and other security devices.
- Keeping educated on all deposit, business and consumer loan products.
- Maintain adequate supplies at the facility.
- Balance and troubleshoot ATM/debit card concerns.
- Maintain proper teller and vault cash levels, including ordering coin and currency.
- Report facility/building concerns to maintenance.
- Ensure excellent customer service skills are practiced by all the teller staff members.
- Meetings with staff regarding branch security and safety issues.
- Facilitate meetings to disseminate operational information.

10 May 2001–14 Mar 2006

Head of Finance Department

Local Tax Office, Lac (Albania)

- Forecast daily, monthly, quarterly and annual results
- Ensure all accounting activities and internal audits comply with financial regulations
- Preparation of a budget-plan for income, cost, investments
- Reconciliation and preparation of reports between institutions, tax offices-treasury-budget and Tax Head Office

12 Apr 1999–9 May 2001

Economist

Shoes Factory-ALBA sh.p.k, Lac (Albania)

- Dealing with customs and tracking import, export
- Tax relations and all fiscal declarations and tax-customs reconciliations, VAT refunds
- Investment tracking
- Employment office relations, labor inspectorate, employment promotion programs
- Tracking all accounting accounts in accordance with the standard
- Tracking and accounting of customers and suppliers, billing, cashing
- Relationships with banks and credit lines
- Daily production tracking, storage, salaries, cash, bank
- Contracts with customers, suppliers, employees and their implementation
- Closing and submitting the fiscal balance sheet, profit and loss sheet to the tax authority

EDUCATION AND TRAINING

29 Sep 2016–30 Sep 2016

Certificate in Strategic Leadership and Effective Governance

Austrian Institute of Excellence, Tirana (Albania)

23 May 2008–24 May 2008

Certificate in Developing Management Skills-Part II

Tirana Bank

Sep 1995–Jul 1999

Bachelor Degree Diploma in Economics

Tirana University, Faculty of Economics, Tirana (Albania)

PERSONAL SKILLS

Mother tongue(s) Albanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2
Italian	B1	B1	B1	B1	B1
Spanish	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communicationskills

- Excellent written and verbal skills acquired through the long experience with 3rd parties (banks, clients, suppliers, intragroup partners) and multicultural colleagues.

Organisational/ managerial skills

- Team management with the purpose of improving work efficiency
- Meeting goals and deadlines with a strong result oriented attitude
- Leadership (currently responsible for a team of 10 people)
- Good organisational skills
- Ability to work under pressure

Job-related skills

- Knowledge of banking products, markets and relevant regulations
- Sales and negotiation skills
- Decision-making skills
- Reviewing, following and controlling different type of contract terms

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

- Very good command of MS Office suite

Driving licence

B