

Date of birth: 09/03/1996 | **Nationality:** Kosovar | **Gender:** Female | (+1) 5153873202 | fjollafazliu96@gmail.com |

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About me: An electrical engineer with combined theoretical and practical know-how of designing, installing, maintaining, and troubleshooting electrical and renewable energy technologies. Practical experience gained from a 2 year Associate Degree in Renewable Energy from DMACC (USA) and on job experience at Kosovo's Energy Distribution company (KEDS), and solid theoretical basis obtained through a B.Sc. in Power Engineering (University of Prishtina).

● EDUCATION AND TRAINING

25/08/2019 – CURRENT – 2006 S Ankeny Blvd, Ankeny, United States

ASSOCIATE DEGREE OF APPLIED SCIENCES (AAS) - RENEWABLE ENERGY TECHNOLOGY – Des Moines Area Community College (DMACC)

Conceptual and hands-on training in designing, installing, and troubleshooting a wide variety of electrical projects including renewable energy. Learned about the generation, storage, installation, and distribution of electrical energy from a variety of traditional and renewable energy sources. Analyzed and developed the necessary skills to employ critical thinking in troubleshooting wind turbines, PV systems, and electronic devices.

GPA: 4.0 + Honors Student | EQF level 5 | Credit hours | 85 | www.dmac.edu

01/10/2014 – 05/07/2018 – Prishtina, Kosovo

BACHELOR OF ELECTRICAL ENGINEERING – POWER ENGINEERING – University of Prishtina "Hasan Prishtina" - Faculty of Electrical and Computer Engineering

Research oriented three years Bachelor's Degree program in Power Engineering.

Thesis: Electrical Drives of DC motors – analyzed the application of electrical braking and power electronics to regulate dc motor currents and speeds. Transcript provided upon request.

EQF level 6 | ECTS | 180 | fiek.uni-pr.edu

26/05/2017 – 04/06/2017 – Residenzstraße 8, Ansbach, Germany

APPLIED PHOTOVOLTAICS & CULTURAL SIDE PROGRAM – Ansbach University of Applied Sciences

- Design and Installation of PV systems;
- Laboratory measurement and analysis of PV panels and systems.

ECTS | 5 | www.hs-ansbach.de

● WORK EXPERIENCE

09/2019 – 12/2020 – Ankeny, Iowa, United States

RESEARCH AND STUDENT ASSISTANT – DES MOINES AREA COMMUNITY COLLEGE

- Researched and determined renewable energy projects which could increase awareness on campus, through an extensive survey;
- Analyzed all project details, including costs to build and install a solar charging table on campus;
- Presented the project to an audience of approximately 60 students;
- Due to Covid19 the project is temporarily halted.
- Student assistant in Digital Systems, Mathematics, and Electric Circuit.

01/10/2018 – 15/06/2019 – Prishtina, Kosovo

CUSTOMER CARE REPRESENTATIVE FOR GERMAN MARKETS – TELEPERFORMANCE

- Solved various issues for more than 70 clients daily;
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem, selecting and explaining the best solution;
- Collected and analyzed customer information and needs to suggest suited products for specific customers, and also attract new potential customers.

05/08/2017 – 08/03/2018 – Prishtina, Kosovo

- Contributed towards raising electricity distribution efficiency, lowering technical and commercial losses, detecting cases of energy theft, and improving the overall quality of the grid;
- Analyzed and calculated grid electricity losses and found electricity theft cases through “Advance and Power Factor” software and addressed them to relevant parties;
- Analyzed and calculated the distribution of electricity from 35 kV to 10 kV and 0.4 kV substations, detecting losses and faults in the distribution grid;
- Inspected individual smart meters through CRMS and AMR Mode software and draft reports on faults;
- Assisted in solving infrastructural problems for the distribution of electrical energy;
- Maintained customer accounts by updating account information.

01/12/2016 – 31/07/2017 – Prishtina, Kosovo

KEDS ACADEMY LEADERSHIP PROGRAM – KOSOVO ELECTRICITY DISTRIBUTION AND SUPPLY COMPANY J.S.C - KEDS

186 hours on job training

- European energy markets and policies;
- Smart Grids, transmission and distribution of electricity;
- Renewable Energy sources, their potential and their use in Europe.

● **LANGUAGE SKILLS**

Mother tongue(s): ALBANIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	B2	B2	B2	B2	B2

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

● **DIGITAL SKILLS**

MATLAB&Simulink | Computer-aided design(CAD) | Studio 5000 Rockwell | Allen Bradley RsLogix 500 | FactoryTalk View Studio | Microsoft Office package

● **CONFERENCES AND SEMINARS**

08/09/2019 – 06/10/2019 – Iowa, USA

Energy Audit and Conservation

A detailed review of how energy is used in a facility and an analysis of possible alternatives to reduce energy consumption and costs.

25/01/2020 – 22/02/2020 – Iowa, USA

Introduction to Residential Energy Auditing

Explored a methodical audit procedure to assure consistent data collection mainly focusing on the inspection of a home's insulation and the associated parts of the building. Detailed analysis of heating and cooling systems, maintenance, assess the cost-effectiveness of system upgrades and protect the health and safety of the occupants.

09/10/2016 – 17/10/2016 – Kosovo

Energy Efficiency and Renewable Energy Sources

- European energy markets and policies;
- Smart Grids, transmission and distribution of electricity;
- Renewable Energy sources, their potential and their use in Europe;

● **HONOURS AND AWARDS**

Women in Energy Scholarship Program – Millennium Foundation Kosovo & Millennium Challenge Corporation

Fully funded two-year scholarship (2019/2021) in the Des Moines Area Community College (DMACC) - USA.
The aim of the program is to promote women in the energy sector and STEM-related fields.

millenniumkosovo.org/we/scholarships

10/2017

Management and Leadership – Pearson BTEC Level 5
