Vlera Shkodra

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| **EDUCATION** |  |

**DMACC** | Ankeny, IA **2019 - ongoing**

Degree: Associates of General Studies AGS. GPA: 3.62.

Diploma of Cybersecurity.

Recipient of the “Women in Energy” scholarship 2019.

DMACC’s Dean’s List - 2019.

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| **PROFESSIONAL EXPERIENCE** |  |

**Europcar |** Prishtina, Kosovo

*Car Rental Company*

**Sales Agent Intern June 2016 / August 2019**

* Communicated with an average of 20 clients daily about detailed contracts, rental policies, and procedures
* Completed paperwork with customers and took payments.
* Managed social media and marketing.

**Business Development Group |** Prishtina, Kosovo

*Consulting Agency*

**Office Administration Intern September 2018 / August 2019**

* Recorded information and maintained current documentation.
* Communicate with clients; in-person and via phone and email, maintaining positive relationships and high client satisfaction.
* Provided a general administrative support to General Manager, facility managers and supervisors for various day to day issues as they arise

**DMACC Marketing and Public Relations |** Ankeny, Iowa

**Marketing, Public Relations and Social Media Intern October 2019 / January 2021**

* Communicated with partners in order to develop marketing plans.
* Created and execute on-brand social media marketing strategies.
* Executed photo shoots for different events.
* Conducted interviews to advertise DMACC.

**ProCircular |** Des Moines, Iowa

**Governance, Risk Management, and Compliance (GRC) and Cybersecurity Intern January 2021 / Ongoing**

* Researched, implemented and monitored security measures for the protection of computer systems, networks, and Information.
* Supported compliance by creating or updating documentation related to relevant controls, policies, and procedures.
* Created a big company project on providing social media background checks as the newest company service.

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|  **SKILLS** |  |

* Microsoft Office
* HTML.
* Python
* Proficient with customer relationship management.
* Leadership-responsible for a team of 4 people.
* Able to manage and implement Social Media campaigns.
* Photography
* Entrepreneurship

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| **Certifications** |  |

* Cisco Routing and Switching: Routing and Switching Essentials CCNA
* Cisco Routing and Switching: Introduction to Networks CCNA