

PERSONAL INFORMATION

Gjyli Rexha

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WORK EXPERIENCE

1999–Present

Head Nurse

University Clinical Center of Kosovo (QKUK), Prishtine (Kosovo)

- Managing all the administrative duties of the Eye clinic
- Ensuring that nursing care meets regulatory standards
- Assigning and scheduling activities of the nursing staff in his section.
- Reviewing and approving nursing policies and procedures
- Collecting work reports from all the nurses regarding their day-to-day activities and maintains a record of them
- Collaborating with doctors, nursing staff, upper management and external parties in the coordination of patient care
- Training nursing management staff and coordinate educational programs for patients
- Facilitating meetings with medical staff from other departments
- Ensuring that nursing care medical services are meeting patient needs
- Maintaining reports of patients' medical histories, and monitoring changes in their condition.
- Carrying out the requisite treatments and medications.

2017–Present

Clinical Mentor

University Clinical Center of Kosovo (QKUK), Prishtine (Kosov)

- Providing onsite training and consultation on complex cases;
- Supporting and enhancing high level problem solving, diagnostic, and decision-making skills;
- Leading case discussions; and addressing issues of quality assurance and continuing education.

1986–1998

Human resources manager & Administration

Department of Defense, Kosovo Energy Corporation (KEK), Obiliq (Kosovo)

- Forming and maintaining employee records
- Preparing and amending where necessary HR documents, i.e. employment contracts and recruitment guides
- Communicating with external partners
- Assisting with payroll by providing the department with relevant employee information, i.e. holiday and sick days taken
- Helping with various arrangements internally, from travel to processing expenses
- Diary management and arranging appointments, booking meeting rooms and conference facilities

1985–1986

Nurse

University Clinical Center of Kosovo, Prishtine (Kosovo)

- Observing and recording patients' behavior.
- Coordinating with physicians and other healthcare professionals for creating and evaluating

- customized care plans.
- Monitoring and administering medication and intravenous infusions.
- Maintaining reports of patients' medical histories, and monitoring changes in their condition.
- Carrying out the requisite treatments and medications.
- Taking patient samples, pulses, temperatures and blood pressures.
- Writing records.
- Supervising junior staff.
- Organising workloads.

EDUCATION AND TRAINING

- 2014–2016 **Master in Healthcare Management**
Kolegji Universitar ILIRIA, Prishtine (Kosovo)
Average grade 9.6
- 2016–2019 **Bachelor of Science in Nursing**
Kolegji AAB, Prishtine (Kosovo)
Average grade 9.3
- 2007–2010 **Bachelor's degree in Management and Informatics**
Kolegji Universitar ILIRIA, Prishtine (Kosovo)
Average grade 9
- 1981–1985 **Medical Highschool**
Ali Sokoli Medical Highschool, Prishtine (Kosovo)
Avg. grade 10
- 2019 **Mentoring school, Care nursing education**
miCura DKV Hospital & Kolegji AAB, Prishtine (Kosovo)

PERSONAL SKILLS

Mother tongue(s) Albanian

Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Serbian	C2	C2	C2	C2	C2
English	C2	C2	C2	C2	C2

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

Communication skills · Excellent multi-cultural and interpersonal skills with the ability to relate with diverse personalities in a tactful and mature manner.

Organisational / managerial skills · Strong time management skills, including the ability to handle multiple tasks and work independently
· Developed self-starter skills by initiating work in the groups to finish tasks on time.
· Excellent organizational skills, multi-tasking capabilities, and detail oriented.

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

Microsoft office - Word, Excel, PowerPoint, Outlook and Publisher