



Hamit Shala

Web Developer · AI Agent Integration · Virtual Assistant & Customer Support

Skenderaj, Kosovo (CET) · Open to remote work

hamitshalacreativehub.com · [+383 48 141 866](tel:+38348141866) · hamit.shala04@gmail.com ·

linkedin.com/in/hamit-shala-23544341b · instagram.com/hamitshala15 ·

facebook.com/Hamit.Shala.32



SCAN · PORTFOLIO

PROFILE

Web developer who builds and launches real websites for small businesses, including januzibau.com, a live site in German, English and Albanian. Adds AI chat assistants to websites that answer customer questions and connect to the business's email. Six months of remote phone work for Destatis, Germany's Federal Statistical Office, built clear, patient and professional customer communication. Reliable, detail-oriented and organized, proficient in Microsoft Office and data entry, and ready to contribute to a remote team with dedication and a positive attitude.

SKILLS

Web	HTML · CSS · JavaScript · Responsive design · UI design · Multilingual websites · Domains and DNS · Netlify deployment with HTTPS
AI	AI chat assistants for websites · Email integration · Question-and-answer assistants for businesses
Support	Virtual assistance · Customer service · Live chat · Email management · Telephone communication · Active listening · Data entry · Script and procedure adherence · Microsoft Office (Word, Excel, Outlook) · Remote work
Strengths	Attention to detail · Quick learner · Reliable and responsible · Works independently · Adapts quickly to new tools and systems · Teamwork

EXPERIENCE

Freelance Web Developer

Remote

- **Januzi Bau**, Munich: built and launched januzibau.com, a trilingual (German, English, Albanian) website for a renovation company. Registered the domain, configured DNS at IONOS and deployed the site on Netlify with HTTPS.
- **Auto Servis Bajriqi**, Kosovo: website for a bus bodywork and painting workshop, in 9 languages, with a photo and video gallery and booking through WhatsApp.
- **Helia Physio & Rehabilitation**: website for a physiotherapy and rehabilitation clinic, with a services section and appointment requests.

Order Picker (Kommissionierer) · EDEKA

Germany · Jul 2024 – Sep 2024

- Picked and collected customer orders accurately.
- Sorted products by department and prepared them for shipment.
- Ensured order accuracy and product quality.
- Worked efficiently in a fast-paced warehouse environment.

Call Agent – Telephone Survey Interviewer · Destatis

Remote · Jan 2024 – Jun 2024

Federal Statistical Office of Germany

- Conducted telephone surveys and interviews with members of the public for official statistical research.
- Guided respondents through standardized questionnaires clearly, politely and consistently, keeping every call professional.
- Recorded answers accurately on topics including electoral participation, media consumption and public preferences.
- Worked fully remotely and independently, handling calls without on-site supervision.

CERTIFICATIONS & TRAINING

Front-End Application Development (certificate)

Cactus Education, Mitrovica · May 2022 – Aug 2022

Communication Skills (course)

University of Prishtina, Faculty of Electrical and Computer Engineering · Oct 2022 – Jan 2023 · Grade 9.0/10

EDUCATION

High School Diploma, Natural Sciences

Gymnasium “Hamëz Jashari”, Skenderaj · Sep 2019 – Jun 2022 · GPA 4.0/5.0

LANGUAGES

Albanian · native

English · proficient

German · intermediate

INTERESTS

Reading · Fitness · Problem solving · Traveling · Team sports · Personal development · Music