

# CV - VALON ZEKAJ

## PERSONAL DETAILS

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**Gender:** Male

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## PROFESSIONAL ACHIEVEMENTS

- Over 14 years of international work experience in the area of IT Management related services, software development, communications, coordination of project communications and advertising, web development, SEO and IT consultancy.
- Re-developed and designed the Rochester Institute of Technology (RIT) website ([www.rit.edu/kosovo](http://www.rit.edu/kosovo)) over 500 Pages on Drupal. The new website has increased audience interest by 40%, admissions received a record number of student applications and the number of enrolled students increased by 30% within the same year. RIT is one of the most prestigious and expensive private higher education establishments in Kosovo.
- Currently manage over 7 social media accounts used to attract students in the Balkan region for RIT Kosovo, increasing followers by 30% and engagement overall to ultimately increase the number of applications for degrees, courses and trainings.
- Contracted as a USAID IT Expert to make recommendations to the Government of the Republic of Kosovo on improving the state of the national e-Procurement system. Written a Terms of Reference (TOR) to develop and better manage the e-procurement system as part of a national drive to decrease corruption, increase transparency and accountability.
- Contracted by USAID as a Website Design Specialist to help improve the Tax Administration Office of Kosovo (TAK) website, based on insights generated from the analysis of site data and thorough understanding of taxpayer web traffic, and propose modifications jointly with TAK to maximize information accessibility by the public.

## WORK EXPERIENCE

**August 2020 – Ongoing**

**ROCHESTER INSTITUTE OF TECHNOLOGY KOSOVO (RIT KOSOVO) UNIVERSITY**  
**WEBMASTER & SOCIAL MEDIA ADMINISTRATOR**

### Responsibilities:

- Maintaining RIT Kosovo websites and other digital presences and ensuring they are functional, user-friendly, visually pleasing, and up to date;
- Re-developed the old Joomla based website of RITK into the new Drupal based current website, while also delivering dynamic pages application forms, news media and further expansion to enable better outreach.
- Building and executing website and social media strategy through competitive research, platform determination, benchmarking, messaging and audience identification;
- Fulfilling all webmaster roles, from design and development to implementation, management and maintenance of RITKosovo website; ensured RITK web presence engages participants, alumni, donors, partners, and allies;
- Oversee development and communication of social media strategies and content to further the RIT Kosovo mission and strategic objectives;
- Conceptualize visuals based on requirements of various RITK departments;

**September 2021 – Ongoing**

**USAID/KOSOVO ECONOMIC GOVERNANCE ACTIVITY IMPLEMENTED BY CHEMONICS INTERNATIONAL INC**  
**WEB DESIGN SPECIALIST - CONSULTANT**

### Responsibilities:

- Review and make recommendations on the layout, general content, and accessibility of information on the Tax Administration Office of Kosovo (TAK) website, based on insights generated from the analysis of site data and thorough understanding of taxpayer web traffic, and propose modifications jointly with TAK to maximize information accessibility;
- Review the internal business process for publishing information to the website, provide recommendations to the process with a focus on functionality and reducing officials' discretion on content location, and recommendations for website compatibility with all internet browsers and mobile devices;
- In close cooperation with the TAK Communications Division and IT Department, I have developed a sitemap for the TAK website and provide recommendations for future self-sustaining sitemap maintenance;
- Provided an action plan that details how the analysis and findings from this scope can be applied/replicated for the (MFLT) website;

July 2018 – February 2020

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#### **USAID'S LOCAL EFFECTIVE GOVERNANCE ACTIVITY (LEGA)**

**COMMUNICATIONS SPECIALIST** - Team Leader in coordinating day-to-day implementation of communication activities at the regional, district and community level in Kosovo.

##### **Responsibilities:**

- Develop and document the Communications and Outreach strategy for the Project;
- Coordinate project communications with local stakeholders and the dissemination of outreach materials;
- Supported the design, coordination, and supervision of communications campaigns, including proposed visibility strategy activities and consulting on media-related activities;
- Worked with Village Councils and Civil Society Organizations to forge connections with PI Officers;
- Gathering feedback through informal online polling and crowdsourcing social media;
- Working with traditional and social media to promote transparency and accountability via USAID's channels of outreach;

June 2018 - August 2018

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#### **EU FUNDED KOSOVO LEGAL SERVICES PROJECT IMPLEMENTED BY THE KOSOVO LEGAL SERVICES COMPANY (KLSC)**

**IT EXPERT/CONSULTANT** - Data population of the NCCR software – development a monitoring tool to supervise the digitalization process conducted by the legal clerks – increase efficiency and transparency.

##### **Responsibilities:**

- Development of an online monitoring tool through which all legal clerks can report on their accomplishment results;
- Supervise the digitalization process and performance of the database at the courts' level on a regular basis;
- Provide IT support to the legal clerks deployed in courts;
- Regularly produce reports on findings and provide analysis and recommendations to the NCCR project;
- Support the project with the visibility, outreach and communication of results.

May 2018 - July 2018

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#### **USAID FUNDED TRANSPARENT, EFFECTIVE AND ACCOUNTABLE MUNICIPALITIES (TEAM)**

**IMPLEMENTED BY DAI GLOBAL LLC**

**IT EXPERT/CONSULTANT**

##### **Responsibilities:**

- Analyze the current state of the national e-Procurement system on behalf of the Government of the Republic of Kosovo with an emphasis on the Contract Management Module and recommend mechanism for contractor's past performance with the purpose of decreasing corruption and increasing transparency and accountability;
- Review the US Government's Past Performance Information Retrieval System and other similar system concepts and recommend appropriate solutions for the Kosovo system;
- Recommend the best approach for implementing the CPP activity and in cooperation with USAID TEAM technical Advisors, draft clear specifications required for designing and developing the data base.

March 2012 - September 2017

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#### **SUM INTERNATIONAL CONSULTING - PRIVATE EQUITY INVESTORS IN RENEWABLE ENERGY**

8 Heathgate Place, Hampstead, London, NW3 2NU

**IT MANAGER/OFFICE MANAGER**

##### **Responsibilities:**

- Advisor to the Management of the Company on IT Solutions and Maintenance Strategies;
- Support on operational and maintenance of the mechanical control of computers and technical equipment;
- Support of computer maintenance; backup solutions, security, user access, hardware, software, office equipment and network;
- Built a networking structure within the Company at start-up;
- Safe encrypted daily backups & cloud-based solution backups for highly sensitive information;
- Responsible for ensuring the quality control check of the services offered;

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#### **REFERENCES**

Mr. Yoram Amiga, CEO, Sum International Consulting, London - [yoram@sumint.com](mailto:yoram@sumint.com)

Mr. Bardhyl Hasanpapaj, CEO, Kosovo Legal Service Company – KLSC, Kosovo - [bardhyl.hasanpapaj@klsc.eu](mailto:bardhyl.hasanpapaj@klsc.eu)

Mr. Lee Gerston, Senior Program Manager, Global Program Management – ICMA, USA - [lgerston@icma.org](mailto:lgerston@icma.org)