



ALBERT SHALA

 **Nationality:** Swiss | **Date of birth:** 23/04/1986

 www.linkedin.com/in/albert-shala-a7415221b

Seasoned logistics and transport professional with two decades of experience. Embraces digitalisation and delivers exceptional results. Values reliability, punctuality and flexibility. Inspires teams to achieve goals. Open-minded and motivated, always eager for new opportunities and challenges. Looking for a new professional challenge in UAE, currently living between Zurich and Dubai.

 shala.albert@hotmail.com

 (+41) 0764071960

  (Switzerland)

LANGUAGE SKILLS

Mother tongue(s): Swiss-German, Albanian

German: C2

English: C1

DIGITAL SKILLS

- SAP
- PowerBI
- Microsoft Office
- XOR
- Zendesk
- Workday
- Applications & Tools

MANAGEMENT & LEADERSHIP SKILLS

- Leadership
- Teamwork
- Logistic Management
- Transportation Management
- Project Management
- Organisation
- Problem-solving

WORK EXPERIENCE

- **01/2024 – Current | Career Break / Traveling / Private Projects**
Europe / UAE / Asia
- **06/2024 – 07/2024 | Travelleader**
DER Touristik Destination Services AG, Mallorca, Spain
 - Reception of guests in the holiday area
 - Conducting information meetings and consultation hours in hotels
 - Individual support and advice for the guests
 - Arranging excursions and rental cars
 - Complaints management (processing complaints in the holiday area)
 - Cooperations with the local service providers
- **09/2019 – 12/2023 | Teamleader Delivery / Project Leader / EDV International Key-User**
Lyreco Switzerland AG, Dintikon, Switzerland
 - Coordinate and schedule customer orders/returns
 - Optimize delivery routes focusing on quality, customer satisfaction, resource utilization, and cost-efficiency
 - Manage and lead a team of drivers
 - Ensure and maintain quality standards
 - Perform data analysis and evaluations using Excel
 - Generate quality reports and various statistics
 - Compile monthly department figures (GBB)
 - Identify and implement improvements in daily operations
 - Recruiting new employees
 - Conducting annual reviews
 - Collaborate and provide support in logistics projects
 - Serve as the SITI Project Leader for Switzerland
- **09/2017 – 10/2017 | Project Leader SITI Tool & Application**
Lyreco Switzerland AG, London / Cardiff, United Kingdom
 - Learn and master the internal SITI application and tool
 - Train UK drivers on the SITI application
 - Enhance the application and tool
 - Learn and develop route balancing strategies
 - Implement the project across Switzerland after completion
- **02/2012 – 08/2019 | Delivery Assistant / Fleet Manager / EDV & SAP International Key-User**
Lyreco Switzerland AG, Dintikon, Switzerland
 - Manage customer orders/returns dispatch (purchase orders, pickup orders, returns, empties) for Lyreco tours

DRIVING LICENSE

Category B

HONOURS AND AWARDS

Employee of the Year 2011
Lyreco Switzerland AG VLP Award

REFERENCE

Upon request

WORK EXPERIENCE

- **Delivery Assistant / Fleet Manager / EDV & SAP International Key-User**
 - Coordinate pallet orders dispatch to external transport partners
 - Provide delivery documents to drivers, contract drivers, and transport partners
 - Perform daily SAP closing
 - Serve as the point of contact for drivers' inquiries in daily operations
 - Handle inquiries from Customer Service regarding deliveries, collections, and issues
 - Record irregularities and complaints using the NDR tool
 - Plan and organize Lyreco delivery vehicle maintenance (service and workshop)
 - Collect and record data from drivers' daily reports
 - Post-process and archive delivery protocols (delivery bill and roll cards)
 - Actively participate in internal staff meetings
 - Collaborate on various projects
- **08/2006 – 01/2012 | Assistant Manager, Goods In / Returns & Repairs**
Lyreco Switzerland AG, Dintikon, Switzerland
 - Organize and manage goods receipts
 - Post goods receipts transactions
 - Arrange shift plans for personnel
 - Process product returns
 - Handle product repairs
 - Implementation of SAP in various departments
 - Participate in general warehouse projects
- **08/2003 – 07/2006 | Logistics Assistant**
Büro Furrer AG, Dintikon, Switzerland
 - Completed a 3-year apprenticeship as a logistics assistant
 - Actively learned and participated in all departments
 - Successfully passed

EDUCATION AND TRAINING

- **10/2019 – 04/2021 | Transportation and Logistics Manager Advanced**
Federal Diploma of Higher Education
SERI / ASTAG, Bern, Switzerland
- **05/2016 – 10/2016 | Lyreco College**
Lyreco Switzerland AG, Regensdorf, Switzerland
- **04/2015 – 07/2015 | English Language**
EC Miami, Miami, United States
- **08/2009 – 07/2010 | Accounting Clerk**
Wirtschaftsschule KV Baden-Zürzach, Baden, Switzerland
- **08/2008 – 06/2009 | Business School**
Wirtschaftsschule KV Baden-Zürzach, Baden, Switzerland
- **08/2003 – 07/2006 | Logistics Assistant**
Berufsschule Aarau, Aarau, Switzerland