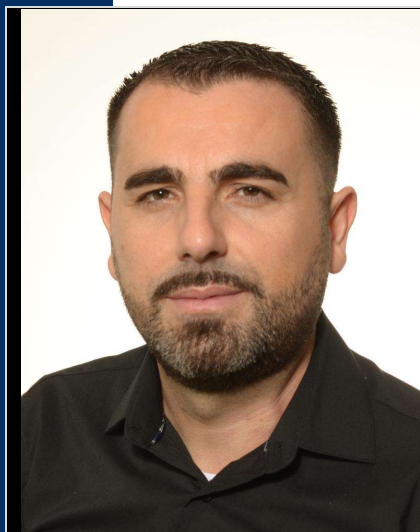


Profile & CV



Name Surname	Albert Shala
Address	Sukoon Tower Marina
City	Dubai
Country	United Arab Emirates
Mobile	+971 50 969 34 09
WhatsApp	+41 76 407 19 60
E-Mail	shala.albert@hotmail.com
Birthday	23. April 1986
Nationality	Swiss

- **TEAMLEADER DELIVERY**
- **DEPUTY DELIVERY MANAGER**
- **SITI PROJECT LEADER**
- **EDV INTERNATIONAL KEY-USER**

With nearly two decades of experience in logistics and transportation departments, Albert is a seasoned professional who embraces digitalization. He is a highly motivated individual, committed to delivering exceptional results. Albert values reliability, punctuality, and flexibility, consistently demonstrating these qualities in his work. His natural ability to inspire and engage people enables teams to achieve their objectives. As an open-minded and driven individual, Albert is always eager to explore new opportunities and embrace challenges.

Albert moved from Switzerland to UAE in Dubai at the end of 2023 to start a new chapter in his life and he is looking for a new professional challenge. He is willing to gain new professional experience in UAE.

MAIN-SKILLS

- Teamwork
- Leadership
- SAP
- Applications / Tools
- Organisation

LANGUAGES

Swiss German / Native

German / Native

Albanian / Native

English / Intermediate – Advanced

EXPERIENCE

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
- Collaborate and provide support in logistics projects
- Serve as the SITI Project Leader for Switzerland

09.2017 – 10.2017

PROJECT LEADER SITI

Lyreco Switzerland AG, London & Cardiff in UK

- 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 / VEHICLE MANAGER / EDV INTERNATIONAL KEY-USER

Lyreco Switzerland AG, Dintikon-Switzerland

- Manage customer orders/returns dispatch (purchase orders, pickup orders, returns, empties) for Lyreco tours
- 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

Büro Furrer AG / Lyreco, Dintikon-Switzerland

- Organize and manage goods receipts
- Post goods receipts transactions
- Arrange shift plans for personnel
- Process product returns
- Handle product repairs
- Participate in general warehouse projects

08.2003 – 07.2006

LOGISTIC ASSISTANT

Büro Furrer AG, Dintikon-Switzerland

- Completed 3-year apprenticeship as logistics assistant
- Actively learned and participated in all departments
- Successfully passed

EDUCATION

10.2019 – 04.2021

**TRANSPORTATION AND LOGISTICS MANAGER
ADVANCED FEDERAL DIPLOMA OF HIGHER
EDUCATION
SERI / ASTAG Switzerland**
Bern, Switzerland

05.2016 – 10.2016

**LYRECO COLLEGE
Lyreco Switzerland**
Regensdorf, Switzerland

04.2015 – 07.2015

**ENGLISH LANGUAGE
EC Miami**
Miami, Florida, USA

08.2009 – 07.2010

**ACCOUNTING CLERK
Wirtschaftsschule KV Baden-Zurzach**
Baden, Switzerland

08.2008 – 06.2009

**BUSINESS SCHOOL
Wirtschaftsschule KV Baden-Zurzach**
Baden, Switzerland

08.2003 – 07.2006

**LOGISTICS ASSISTANT
Berufsschule Aarau**
Aarau, Switzerland

REFERENCE

Erwin Fries

Operations Director
Lyreco Switzerland AG
Mobile: +41 79 755 41 85
Email: erwin.fries@lyreco.com

Language: German, English and French