




ALBERT SHALA

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

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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.

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 Pilatusstrasse 4, 5610 Wohlen (Switzerland)

LANGUAGE SKILLS

Mother tongue(s): Swiss-German, Albanian

German: C2

English: C1

DIGITAL SKILLS

- SAP
- PowerBI
- Microsoft Office
- XOR
- 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
- 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

Erwin Fries

Operations Director, Lyreco
Switzerland AG

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Email: erwin.fries@lyreco.com

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
- 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-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