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Resilient nations.*

FROM AN INTERN TO AN EMPLOYEE



SUCCESS STORIES FROM THE
INTERNSHIP PROGRAMME,
2017



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Introduction

We all know how difficult the transition from university to the job market can be. The access to the job market, choosing the appropriate company to work for; the demand for new employees: all of this can cause difficulties for job-seekers to land their first job. However, the active employment measures provided by the Public Employment Services aim to facilitate the employment process by offering programs from grants to self-employment opportunities..

The Internship programme intends to provide access to the labour market for newly graduated job-seekers from higher education institutions. The program provides job-seekers the opportunity to pursue two-month internships in private sector companies in order to support sustainable employment in Kosovo.*

More than 130 recent graduates participated in the program, which was launched throughout Kosovo. The entire recruitment process was facilitated by the Employment Offices, whose expertise matched every vacancy to the appropriate job-seeker.

In the following pages, we present the profile of eight selected candidates—administrators, accountants, and lawyers—who, thanks to their dedication and willingness to work, have managed to launch their first jobs. Get to know their experiences and achievements, from interns to regular employees.

The program was launched by the United Nations Development Program (UNDP), in cooperation with the Ministry of Labour and Social Welfare (MLSW), funded by the Kosovo Investment and Enterprise Support Agency (KIESA).

* References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999)

Agnesa Kiqina, *Accountant*

Agnesa Kiqina is a 23-year-old graduate from the Faculty of Economics, at the University of Prishtina. An opportunity provided by the internship program came at the right moment, enabling Agnesa to be selected among many candidates to conduct the internship at Al-Trade Centre. After only two months of interning, Agnesa signed a long-term contract with her employer.

“To me this job is not just about the salary. I am driven to work and to give my all to succeed in the best possible way.” This approach enabled Agnesa to continue working as an accountant at Al Trade Centre after only two months. She says that this profession is her personal choice, a decision she took after many questions she asked herself about how she can practice her professional life in the future.



Diana Shabani,

Data Engineer

"If you ask me to describe myself in three words, they are: hardworking, ambitious, and sociable." Since secondary school, when she chose her course in mathematics-informatics, Diana Shabani has been keenly interested in data management.

This challenging field was the perfect match for Diana, who enjoys translating large numbers of data into qualitative information. Diana is 23 years old and studied at the University of Prishtina, where she graduated at the Faculty of Economics.



Her vision and proven work ethic during her internship, she said, opened the doors to being able to continue working with "Dy Gur" (Two Stones) on data management. "We are curious to learn and committed to deliver simplified massive data sets for our customers who, in the majority of cases, are faced with a catch of data that does not often make sense. We want to make information easy by developing innovative data management products and services."



Valjeta Ahmataj, *Finance*

Completing a two-month internship at Agimi-Ag, a company that offers “everything a home needs,” was a fantastic opportunity for Valjeta Ahmataj to find out what inspires and motivates her at work. Valjeta is passionate about her profession. “I was always inspired by people working in the banking sector, from communication with people, and the willingness to help someone realize their dreams.” Today, Valjeta helps customers of Afrimi-Ag, a home appliances and furniture provider, to make the right choices and precise solutions to their needs.

Valjeta completed her studies in the Economics Faculty at the University of Prishtina and has attended intensive English language courses. She lives in Dečan and loves to read, because it relaxes her after a hard working day.





Photo credit: Arben Llapashtica

Donjeta Kryeziu, *Lawyer*

A graduate of the Public University of Prizren in the Law Section, Donjeta Kryeziu finds the main motivation for work in the desire to protect people from injustices and human rights violations. "I want to contribute to whatever extend I can to justice in our country," Donjeta says.

With this goal in mind, Donjeta was registered for the internship program at the Employment Office, from where she started her steps towards her professional development. She says that participation in this program and certification has already helped her, as she further continues the same practice. This practice is offering her self-confidence for the future; she enjoys gaining practical knowledge on how to communicate with clients, while offering counselling and compiling various legal documents for their clients.





Edmond Ismajli,

Accountant

Edmond Ismajli is a 27-year-old graduate of the University of Prishtina, in the Faculty of Banking, Finance and Accounting. "As a child, I always liked finding solutions to numerical problems, and then organization—from my school bag up to the closet. These were the main driving forces for me to choose this profession," said Edmond.

Upon completion of studies, Edmond held a two-month internship in Rugove Corporation through the help of the Obilič Employment Office. "I am truly motivated, as I get to work hands-on on financial management for one of the biggest bottled water providers in the country. My professional abilities, coupled with the opportunities I am given by the company on a daily basis, have been the main reasons why I am still today with the Rugove Corporation."





Photo credit: Arben Llapashtica



Festim Kajtazi, *Accountant*

Festim Kajtazi graduated from the Public University of Gnjilane in Economics. For Festim, the opportunity to participate in our program was initially not very attractive, as he did not believe that he would be hired through the Employment Office. "I honestly had little to no belief that I could land a job through the Employment Office. But soon after I registered for the programme, I got a phone call asking me to participate in a job interview, which I immediately accepted." Festim started working soon after the legal procedures of signing the contract concluded.

Today, the reality is quite different from that which Festim assumed. Festim works as a regular employee for the accounting services enterprise "Aset" in Gnjilane. He keeps accounting for many other private companies, offering billing services, generating monthly reports and financial audits, and meeting weekly with companies to provide professional counselling on tax and other managerial accounting cases.

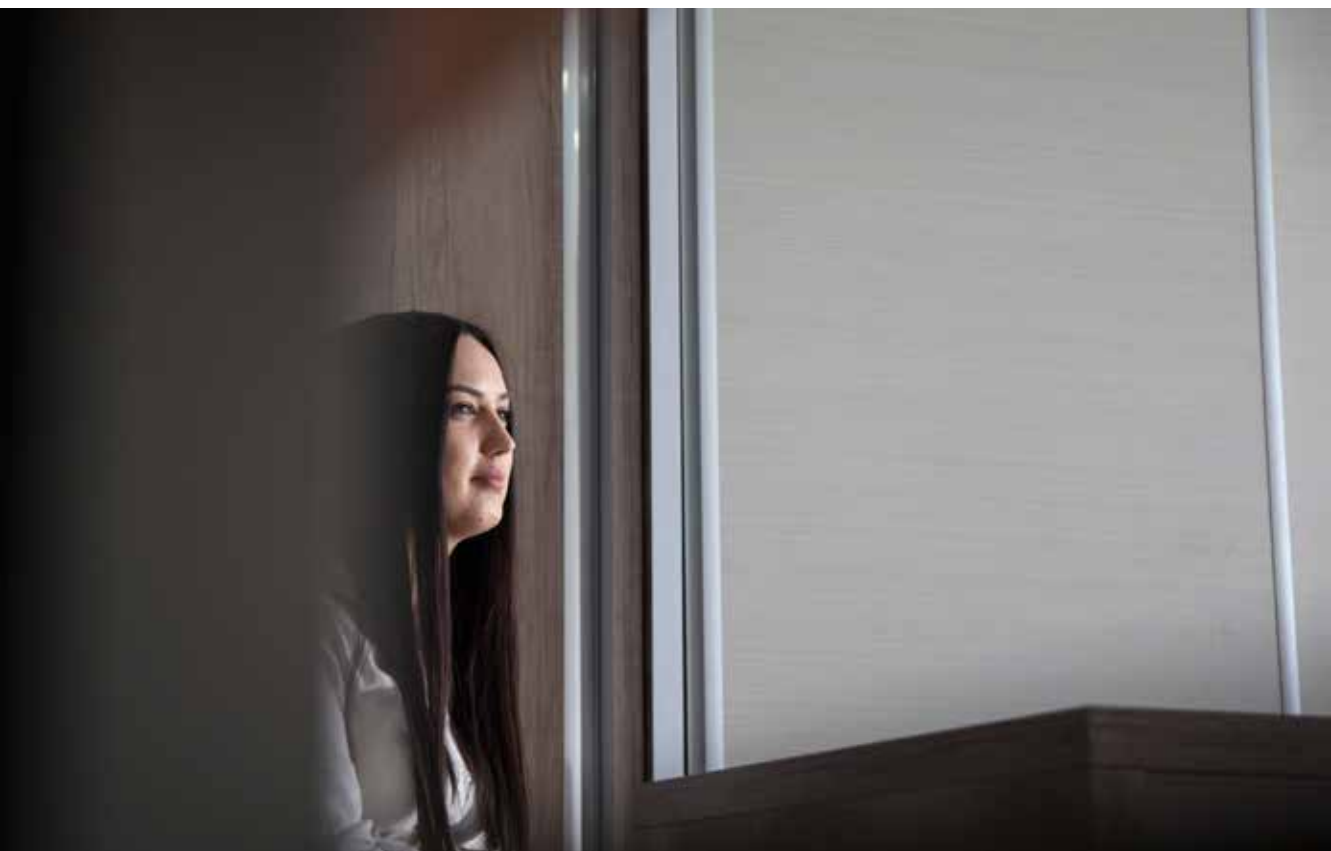
Hanife Jaholli,

Accountant

Hanife Jaholli completed her studies at the Economics Faculty, at the University of Hasan Prishtina. Not long after, Hanife was introduced to the Employment Program through the university website, from where she went to register to the Employment Office. Shortly after the registration, she was offered the opportunity to work for a wood furniture manufacturing company as an intern accounting assistant, which she wholeheartedly accepted.

"My main motivation at work is that I get to practice my passion and collaborate with driven individuals," says Hanife, continuing that diligence, creativity, and co-operation are the main reasons why she has continued working with this company.

During her studies, she was awarded a scholarship for two years, and now, in addition to her regular job, she is continuing with her Masters studies, which she says are keeping her up to date with the latest in the finance sector:



Blerta Krasniqi,

Educator

"I have selected this profession because I never get tired of working with children. It is the love and the sincerity that they offer us that motivates me to start each new day," says Blerta Krasniqi, a 23-year-old from the Lipljan Municipality. Blerta is a graduate of University of Prishtina, Faculty of Education–Pedagogy Section.

By browsing the Internet, she found the call for the internship programme. Blerta is among the five candidates who were selected for conducting the internship at the kindergarten "Ardhmëria Jonë" (Our Future) through the Employment Office in Lipljan.

She says she is very pleased with the opportunity to work. But, most important for her is her positive relationships with the children she works with, which ultimately persuaded the management to offer Blerta a full-time employee position. Now she starts the day together with the children with the morning meeting before continuing with activities such as various games, walking around the garden, dancing, and reading.

After working hours, Blerta continues with Masters studies lectures at the University of Prishtina.





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About the project:

Active Labour Market Programmes aims to improve the capacities of the labour market institutions to design relevant, gender-responsive policies at the central level and to deliver integrated services at the local level, focusing on the most vulnerable groups among the unemployed.

The internship programme is funded by Kosovo Investment and Enterprise Support Agency KIESA and implemented by UNDP in close collaboration with the employment offices and the vocational training centres.



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