



Marilo Meta

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Skype: MariloMeta | St. Artan Lenja, HV. 26, 1023, Tirana, Albania

I consider myself highly experienced and passionate about knowledge management and inclusive leadership with over 6 years of experience in different industries and mostly to be a passionate community servant with the ability to motivate and inspire individuals in identifying their potential to continue and share this passion to serve others.

Proven track record of success, including the knowledge and information management of a well-known organization in the USA. I am a hard-working individual who strives to achieve the best in all areas, and I am always eager to learn new skills and advance my career.

My greatest passion is sharing my technical know-how to other people and organizations.

● WORK EXPERIENCE

05/2019 – CURRENT – Tirana, Albania

INTELLECTUAL PROPERTY KNOWLEDGE & INFORMATION MANAGEMENT (FULL TIME) – STATE INSPECTORATE FOR MARKET SURVEILLANCE (MINISTRY OF FINANCE AND ECONOMY)

- *Oversee and maintain the integrity of electronic data relating to intellectual property.*
- *Prepare correspondence, reports of inspections, and recommendations for action.*
- *Improve the institution performance to enhance the overall technology and information systems upgrade.*
- *Monitored & Maintained the functioning of the MSI (Market Surveillance Inspectorate) & E-Inspection website.*
- *Cooperated and proactively defined the ICT strategy within the EuropeAid Project, ensuring the established goals.*

11/2016 – CURRENT – Tirana, Albania

PRESIDENT & FOUNDER – LEADERSHIP DEVELOPMENT ASSOCIATION BALKAN (NGO)

- *Regional Board Governance to fulfill the organization mission, to foster leadership through young people in WB6.*
- *Fulfilling the organization mission and strategy through programs, strategic planning, and community outreach.*
- *Head of over 15 international/national/local conferences/events/workshops/trainings.*
- *Administering the organization's Salesforce platform, the organization's Website, Slack and Google Workspace.*

10/2020 – 09/2021 – Tirana, Albania

SALESFORCE HEAD OF PROJECT (PART TIME) – UTDS OPTIMAL CHOICE

- *Salesforce Head of Project & Salesforce Administrator*

01/2018 – 01/2019 – Washington DC, United States

KNOWLEDGE MANAGEMENT FELLOW – OPEN GOVERNMENT PARTNERSHIP

- *Identified major IT/systems overhaul including financial and contract software for over 50 employees.*
- *Improved organizational performance by enhancing the ability of the staff to capture, transfer, upgrade and reuse knowledge assets to enhance performance outcomes and innovation.*
- *Managed employee onboarding and offboarding & knowledge sharing events.*
- *Developed the organization technology task force group.*

INFORMATION SYSTEM SPECIALIST – GENERAL DIRECTORATE FOR THE PREVENTION OF MONEY LAUNDERING (MINISTRY OF FINANCE AND ECONOMY) | 10/2017 – 10/01/2018 – Tirana, Albania

- *Organized work on the development, maintenance of the Albanian Anti-Money Laundering equipment & software.*
- *Monitored the functioning of the GDPML databases.*
- *Analyzed the day to day cash transactions.*

MARKETING AND PUBLIC RELATIONS SPECIALIST – SHKODRA POLICE DIRECTORATE | 04/2015 – 10/2016 – Shkoder, Albania

- *Managed the institution digital marketing, promotion, social media & press releases.*

INFORMATION SYSTEM SPECIALIST – NOA FINANCING | 01/2014 – 08/2014 – Tirana, Albania

- *Administered the user experience and database backup*

● EDUCATION AND TRAINING

10/2020 – 09/2021 – Tirana, Albania

MASTER OF ARTS (MA) INTERNATIONAL RELATIONS & SECURITY STUDIES – European University of Tirana

Field(s) of study

- International Relations
- Regional Studies

EQF level 7 | <https://uet.edu.al/>

10/10/2013 – 08/10/2015 – Tirane, Albania

MASTER OF SCIENCE (MSc) COMPUTER SCIENCE – University of Tirana, Faculty of Nature Science

Field(s) of study

- Information Technology Management
- Informatics

EQF level 7 | <http://www.fshn.edu.al/>

15/09/2010 – 25/09/2013 – Tirane, Albania

BACHELOR OF SCIENCE (BSc) INFORMATICS – University of Tirana, Faculty of Nature Science

EQF level 6 | <http://www.fshn.edu.al/>

06/2020 – 12/2020 – Sweden (online)

LEADERSHIP PROGRAM (SEGRID) SUSTAINABLE E-GOVERNMENT FOR RESILIENT AND INNOVATIVE DEMOCRATIC PUBLIC ADMINISTRATION – Linköping University

Swedish Institute Summer Academy for Young Professionals of Western Balkans (SAYP WB) is a training programme developed to build awareness, capacity and resilience in the practice of governance.

01/2018 – CURRENT – United States

TRAILBLAZER RANGER – Trailhead by Salesforce

Trailblazer 2x Ranger | 1 Certification | 250+ Badges | 4+ Superbadges | <https://trailblazer.me/id/mmeta>

20/11/2015 – 07/05/2016 – Tirane, Albania

CERTIFIED IN ALBANIAN LAW – Elita Professional Academy

EQF level 5 | <http://elitaacademy.com>

● LANGUAGE SKILLS

Mother tongue(s): ALBANIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
ITALIAN	B1	B1	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

- Project Management and Survey Tools as Trello, Asana, SurveyMonkey, Monday.com, Zoho, Google Forms.
- Operating Systems Windows, MacOS, Android, iOS.
- Video Conferencing as Zoom, Cisco Webex, Skype, Google Hangout.
- Communication and collaboration tools as Slack, Asana, Trello, MS Teams, Office 365, Google Workspace etc.
- Design Software as Adobe Photoshop, Adobe Illustrator, Adobe InDesign.
- Website Development on WordPress, UI Designer.
- CRM (Customer Relationship Management) | Salesforce certified | Slack Certified

● PUBLICATIONS

Marilo Meta, Building Successful Youth Leadership Programs and Engaging Communities

<https://nyglamour.net/marilo-meta-building-successful-youth-leadership-programs-and-engaging-communities/> – 2021

Knowledge Management for Nonprofit Organizations

<https://atlascorps.org/knowledge-management-nonprofit-organizations/> – 2018

GDPR compliance with non-profit orgs in the US

<https://atlascorps.org/gdpr-compliance-non-profit-us/> – 2018

Promote Equality, Peace, Justice. Disclose the inequality Index!

<https://atlascorps.org/promote-equality-peace-justice-disclose-inequality-index/> - 2018

My first Model UN experience in New York

<https://atlascorps.org/first-model-un-experience-new-york/> – 2018

● NETWORKS AND MEMBERSHIPS

Memberships

- WEASA (Warsaw Euro-Atlantic Summer Academy) Alumni
- Global Cultural Relations Program Alumni
- Salesforce Trailblazer Community (Community Group Leader)
- Atlas Corps Alumni (since 2019)
- Global Peace Ambassador (2021-2023) at Global Peace Chain
- Swedish Institute SAYP Alumni (since 2020)
- Peace Guardian at World Peace 2035 (since 2018)
- Rotaract Club Tirana supported by the Rotary Club (since 2015)

● CONFERENCES AND SEMINARS

Salesforce related events & conferences:

- [Kosovo Dreamin'](#) 05th June 2021, Keynote Speaker - The Power of Trailblazer Community.
- [Albanian Dreamin'](#) 22nd May 2021, Head of the organizing committee for the conference.
- [Albanian Dreamin'](#) 29 Feb. 2020, Head of the organizing committee of the conference.
- [Dreamforce](#) 19-22 Nov. 2019, Salesforce, San Francisco, USA.
- [Dreamforce](#) 23-28 Sep. 2018, Salesforce, San Francisco, USA.

WorldWide Conferences - Civil Society Representative

- [UN Internet Governance Forum \(IGF 2021\)](#) 06-10 Dec. 2021, Katowice, Poland.
- [World Youth Forum \(WYF\)](#) 11-18 Dec. 2019, Sharm El-Sheikh Egypt.
- [NECE](#), 24 – 27 Oct. 2019, Uni. of Strathclyde, Glasgow, Scotland.
- [LEAP Summit](#) 27-31 March 2019, Zagreb, Croatia.
- [World Youth Forum \(WYF\)](#) 01-08 Nov. 2018, Sharm El-Sheikh Egypt.
- [Spring Meetings](#) 2018, from 16-20 April 2018, Washington DC, USA.
- [WFYS 2017](#) 10-20 Oct. 2017, Head of Delegation in Sochi, Russia.
- [LEAP Summit](#) 11-14 May 2017, Zagreb, Croatia.
- [WIMUN](#) 2017 CONFERENCE, February 01-05, NEW YORK, USA

Personal & Professional Development Training:

- Global Cultural Relations Programme 2021 - Nov. 15th to Nov. 30th (Online)
- Training Course - Mobility of Youth Workers, 19-26 Aug. 2021, Odorheiu, Romania. (Erasmus+).
- Warsaw Euro-Atlantic Summer Academy ([WEASA](#)) 2021, July 2021, Online.
- Young Rapporteurs Program by the [Geneva Peacebuilding Platform](#), Sep. 2020 - June 2021, Online.
- [Amnesty International](#), "Decode Surveillance NYC" project - 20 assignments, June 2021, Online.
- Advanced Course for ISO/IEC 27001 (ISMS) - ASPA (Albanian School of Public Administration).
- [Startify ICT](#) Summer School 15-25 August 2016, University of Twente, Netherlands.
- [Intermediate Course](#) on the International IP Crime Investigators College - An INTERPOL Initiative
- IP Certification [DL101] - World Intellectual Property Organization (WIPO).
- Social Media Youth Exchange, 15-24 October 2016, Košice, Slovakia (Erasmus+)
- Psychology and Mental Health, 20/07-14/08 2016, University of Liverpool.
- Symposium "(Un)Equal Europe?", 29/05 -02/06 2016, Budapest, Hungary.
- "Best Practices for Inclusive Society" Course, 03-11 November 2013, Nova Gradiška, Croatia. (Erasmus+)
- "Gender Equality" Training Course 15-30 September 2012, Novi Sad, Serbia. (Erasmus+)

● RECOMMENDATIONS

Kate Lasso - CFO at Open Government Partnership

- Washington DC, USA, kate.lasso@opengovpartnership.org, +1-202-609-7859

Aleksandre Tsamalashvili - President at Leadership Development Association International

- Tbilisi, Georgia, president@ldanetwork.com, +99 557 400 6150

Kristaq Xharo - Professor at European University of Tirana, Former Colonel at Ministry of Defense Albania

- Tirana, Albania, kristaq.xharo@uet.edu.al, +355 68 602 0400

● HONOURS AND AWARDS

Honorary certificate and memorial medal from the President of the Russian Federation, Mr. Vladimir PUTIN, for the contribution to the preparation and development of the "19th World Youth and Students Festival 2017 in Sochi".

● SKILLSET

Management & Leadership

- Responsible for a team of 30 people in the organization LDA Balkan.
- Head of 15 international events and more than 20 local/nationals events.
- Delegating tasks or responsibilities proven skills in the organization.
- Project management experience at the NGO LDA Balkan.

Organizational & Job-related

- Leadership, Collaboration, Communication, Teamwork, Initiative, Flexibility, Ability to Work Under Pressure, Time Management, Creativity.

Communication and interpersonal

- Excellent written and verbal communication skills develop through more than 6 years of engagement in civil society.
- Speaking in public, to groups, or via electronic media (more than 1 year as Press Officer and 6 years in the nonprofit sector)

Other

- Certified in first aid as part of my police academy.
 - Passionate reader, I am an active blogger.
 - Cycling, Volleyball, Ping-Pong, Cooking.
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● CERTIFICATIONS

Salesforce Certified Administrator

- Credential ID: 21123668

Certified Administrators are Salesforce pros who are always looking for ways to help their companies get even more out of the Salesforce Platform through additional features and capabilities.

<https://trailblazer.me/id/mmeta>

General Course on Intellectual Property Certification [DL-101] - 17/05/2019 – 29/06/2019

- Credential ID: gyh20TwXG3

World Intellectual Property Organization (WIPO)

<https://www.wipo.int/portal/en/>

Professional studies on Intellectual Property Crime Certification - 01/09/2019 – 01/10/2019

- Credential ID: cad95d7c

Successfully completed an intermediate course of professional studies on The Investigation of Transnational and Organized Intellectual Property (IP) Crime by International IP Crime Investigators College - An INTERPOL Initiative. <https://college.iipcc.org/#/>

Certified Network Security Expert - Fortinet NSE Institute - 06/08/2020 – 06/08/2022

- Credential ID: KUZigk3Ddu

Fortinet's Network Expert Security Certification.

SLACK Certified (Project Management in Slack)

- Credential ID: 43630305

<https://badges.slackcertified.com/30fff3c2-fcbe-4c90-9602-8267f4b9d6d1#gs.kgyz24>