

# Artila Metaliaj

📍 Padova, Italy ✉️ [metaliaj.artila@gmail.com](mailto:metaliaj.artila@gmail.com) ☎️ +355697035603 | +393661128608  
🌐 <https://www.linkedin.com/in/artila-metaliaj/>

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## SUMMARY

Proactive and driven professional, consistently embracing challenges with a hands-on approach. With a deep knowledge of compensation & benefits, I am always seeking opportunities to make a meaningful impact on people's lives through the design and implementation of well-crafted compensation packages. A firm believer that fostering a fair and rewarding compensation structure not only motivates employees but also fuels the organization's growth and success.

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## EXPERIENCE

### Total Rewards Consultant

Freelance

June 2023 – Ongoing, Remote

I help companies with:

- Benchmarking salaries and market pay analysis. Internal compensation analysis.
- Design and implementation of total reward strategies that attract, retain, and motivate employees.
- HR metrics and People Analytics insights.
- Sales Compensation strategies.
- Executive Compensation plans.

*(Portfolio details in the end of the CV)*

### Global Compensation Lead, and Operations Manager for the Albania Office

Y42 March 2022 - April 2023, Tirana, Albania

- Developed and implemented Compensation and benefits strategies, including salary structures, bonus plans, benefits programs including health insurance, retirement plans, covering EMEA and the US.
- Performed comprehensive benchmarking and market analysis to determine the competitive position and revamped salary range structures based on market reference data.
- Collaborated cross-functionally with other departments in terms of annual salary reviews as well as building career progression framework.
- Built a dynamic HR Analytics Dashboard, helping the global team execute informed data-driven decisions through HR metrics.
- Managed the Albanian office's day-to-day operations, including managing budgets, coordinating projects, and guaranteeing cross-departmental functionality, moreover, ensuring legal and fiscal compliance with local labor laws and regulatory bodies.
- Championed a positive workplace culture by enhancing cross-cultural communication within a global team environment.

### HR & Office Operations Manager

S2 Global Inc. March 2014 - April 2022, Tirana, Albania

- Managed HR Operations, driving the execution of HR related projects and programs ensuring that they were delivered on time and within budget. Programs such as benefits design, employee rewards, learning and development and more.
- Lifecycle of employees: Onboarding, Development and Offboarding process design as per the company needs.
- Lead performance management cycles from implementation to PIP plans, as well as providing guidance on career development.
- Lead the recruitment process with a focus on cultural alignment.
- Oversaw diverse roles in accounting, finance, HR, logistics, and sales operations while implementing corporate strategies.

### Account Executive

New Moment Tirana

December 2013 - February 2014, Tirana, Albania

- Increased sales and revenue by 20%, decreased customer churn by 10% and created 3 new strategic partnerships.
- Cultivated client relationships that resulted in company growth and increased productivity.
- Managed a team loyal to achieving success concerning the connection between advertising initiatives and our clients.
- Organized events and product workshops.

### Brand Manager

MF1 Shpk

February 2012 - July 2013, Tirana, Albania

- Developed and executed brand communication strategy across all platforms (digital multimedia, marketing/sales materials, trade shows, education, photoshoots, and promotions).

- Collaborated and directed the work of outside marketing and PR agencies.
- Conducted business analysis and presented KPI reviews and recommendations.
- Created and executed 3 seasonal marketing campaigns and production budgets for all apparel that boosted sales by 50%.
- Developed a creative merchandising strategy to differentiate the brand from our competitors and increased retail sales by 30%.

## Swift Operations Specialist

National Commercial Bank (BKT)

January 2010 - December 2012, Tirana, Albania

- Executed all activities with respect to the settlement of the Bank's financial transactions.
- Monitored and processed all cash processing activity in the queues accurately, timely, and according to the guidelines set by the Exchange Officers and counterpart bank agents.
- Undertook the coordination and monitoring of all messages upon the Exchange and the bank's SWIFT account, taking special care to review all SWIFT 760s.

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## PROJECTS

### Operations Assistance during the Parliamentary Elections in Albania

OSCE/ODHIR • June 2013 - June 2013

- Assisting the management during arrival, briefing, deployment, press conference on preliminary findings and conclusions, and departure of the short-term observers.

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## EDUCATION

### Bachelor of Science in Business Administration

University of Tirana • Tirana, Albania • 2009

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## CERTIFICATIONS

### Google Data Analytics Specialization

Coursera • 2023

Certified in the preparation, processing, analysis, and visualization of data for thoughtful action.

### Management Skills - Team Leadership Skills Masterclass 2022

Udemy • 2022

Leadership Skills Training - Lean Management - Culture Change - People Management

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## SKILLS

Business and financial acumen | Data analysis | Project management | Leadership | Problem-solving | Critical thinking | Strategic

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## LANGUAGES

Albanian – Native

English – Full Working Proficiency

Italian – Full Working Proficiency

French – Elementary, study in progress

## Total Rewards Consultant Portfolio (Freelance)

June 2023 - Ongoing

- **Pharmaceuticals & Biotech, EU countries**

Company size: 201 – 500 employees

Services:

- Salary benchmarking and market trend analysis.
- Sales Compensation adjustment strategy.
- Communication guidelines.

- **Banking Industry, Africa**

Company size: 101 – 200 employees.

Services:

- Pay analysis based on benchmarking survey.
- Compensation adjustment strategy.
- Communication guidelines.

- **Health and Wellbeing, Denmark**

Company Size: 51 – 100 employees.

Services:

- Job analysis and salary benchmarking for USA wellness centers.
- Created total reward strategy.
- Communication and implementation guidelines.

- **Spa & Wellness, Malta**

Company Size: 51 – 100 employees.

Services:

- Job analysis, salary benchmarking and market trend analysis.
- Create compensation structures, benefits programs, and promotion strategies.
- Create compensation philosophy and strategy.
- Conduct employee engagement survey
- Implementation and communication guidelines

- **Tech Start-up, EU**

Company Size: 51-100

Services:

- Sales compensation plan design
- Equity compensation plan design

- **Salespeople Analytics research**

- Research on the fusion of people analytics insights with Customer Interaction Metrics.