

MATRIX ON CONSULTING COMPANIES AND FIELDS OF CONSULTANCIES

| No. | Consulting Companies | FIELDS OF CONSULTANCIES COVERED BY ALBANIAN CONSULTING NETWORK | | | | | | | | |
|-----|--------------------------------------|--|------------------------------------|-----------------------------|-----------------|--|------------------------------|-------------------|---------|-------------|
| | | MANAGEMENT & STRATEGIC MANAGEMENT | FINANCIAL AND AUDITING CONSULTANCY | MARKETING, BUSINESS & SALES | HUMAN RESOURCES | ENGINEERING AND INFORMATION TECHNOLOGY & COMMUNICATION & E-BUSSINESS | QUALITY AND SAFETY STANDARDS | LEGAL CONSULTANCY | TOURISM | ENVIRONMENT |
| 1. | ARK IT | | | | | X | | | | |
| 2. | PRIMUS BS | X | | X | | | | | | |
| 3. | FACILIZATION | | | | | X | | | | |
| 4. | TMC – Training Management Consulting | X | | | | X | X | | | X |
| 5. | TBI Consulting | X | | | X | | X | X | | |
| 6. | Dynamics Partners | X | | | X | | | | | |
| 7. | Ledi Leka | X | | | X | | | | | |
| 8. | Easy Pay Albania | | X | | | X | | | | |
| 9. | KILICA Studio | | | X | | | | | | |
| 10. | RDA Tirana | X | X | X | | | | | X | X |
| 11. | Press Point Albania | | | X | | | | | | |
| 12. | UHY Elite | | X | | | | | | | |
| 13. | Irena Gribizi | X | X | X | X | | | | X | X |
| 14. | ABKons – A&B Business Consulting | X | X | | | | | X | | |
| 15. | Q-Plan International Network of | X | | | | X | X | | | X |

| | Experts | | | | | | | | | |
|-----|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 16. | Qendra per Promovimin e Konkureshmërisë | X | | X | X | | | | X | |
| 17. | Shoqata Shqiptare e Marketingut | | | X | | | | | | |
| 18. | C&M | X | | | | | | | | X |
| 19. | Brunilda Licaj | X | | X | | | | | X | |
| 20. | Klodiana Collaku | X | | X | X | | X | | X | |
| 21. | Enter Pro Consulting | | X | | | | | | | |
| 22. | DM Consulting | X | | | X | X | | | | |
| 23. | Corporate Governance Institute | X | | | | | | X | | |
| 24. | Communication Progress | | | | | X | | | | |
| 25. | Laura Grezda | X | X | X | | | | | X | X |
| 27. | Ilirian Postoli | | | | | | X | | | |
| 28. | Enkelejda Skenduli | | | | | | | | | X |
| 29. | Anni Koci Kallfa | | | | | | | | | X |
| 30. | AZ Consulting | X | | | X | | X | X | | |

ACN CONSULTANTS' PROFILES

Consultant: **TBI Consulting**

Contact Person: **Artan Bozo**

Address: Rr. Ibrahim Rugova, "Sky Tower" Business Center, 103 Tirana, Albania,

Tel: +355 42 268 048,

E-mal: info@tbi-al.com, Web: www.tbi-al.com

Company Profile:

TBI Consulting established in 2006, with a national and international experience on management, structure, environmental and hr areas operates based on the long years experience and practice of our consultants. Carefully selected staff, qualified consultants for any area offer high standard advice, providing to our clients the key to success.

Company: **Q-Plan International Network of Experts**

Contact Person: **Arben Memo**

Address: Rr. Hamid Shijaku, P.6, Ap. 3, Tirana, Albania

Tel: +35542227674,

E-mail: info@qplan-ine.com, Web: www.qplan-ine.com

Company Profile

Q-PLAN S.A. was originally founded in 1988 under the name Q.A. Ltd. and operated as a consulting service provider in the area of Quality Assurance Management Systems for Industries, Testing Laboratories, Service Firms and the Public Sector. Today, Q-PLAN S.A. is recognized as a leader in the field of Quality and Environmental Management Systems, and offers consulting services and support in the following areas:

- ▶ Design, Development and Assessment of Quality Management Systems according to the International Standards ISO 9000, AQA P's etc.
- ▶ Design, Development and Assessment of Environmental Management Systems according to the International Standard ISO 14001 or European Regulation EMAS
- ▶ Design, Development and Assessment of Quality Systems for Testing Laboratories according to EN 45001 / EN ISO 17025 standards
- ▶ Design, Development and Assessment of Quality Systems for Certification Bodies according to EN 45011 and EN 45012 standards
- ▶ Design, Development and Assessment of Quality Systems for Inspection Bodies according to EN 45004
- ▶ Design, Development and Assessment of Safety and Security Management Systems (BS 8800)
- ▶ Technical Support to Industries for compliance with CE mark requirements
- ▶ Setup of Critical Control Point Hazard Analysis systems (HACCP)
- ▶ Setup of Total Quality Management Systems (EFQM-model)
- ▶ Design and Implementation of Stand Alone and Grid Connected of Renewable Energy Systems

It is the Policy of Q-Plan to embody Quality as a company-wide objective, attaining a level of overall performance and attitude that makes Q-Plan the natural choice of clients and earns the respect of all those affected by the company's activities. It is the Company's mission to offer services that fill a wide range of clients' needs, to pursue and deserve a reputation for quality leadership and to merit client trust because full value is being received.

QPLAN has established its presence in Thessalonica and Tirana through QPLAN-NORTH GREECE and QPLAN-INE.

Consultant: Dynamics Partners

Contact Person: **Monika Farka**

Address: European Trade Center - Tower A -13/3; Blvd Bajram Curri - Tirana, Albania,

Tel: +355 4 2253 578,

E-mail: monika.farka@dynamicspartners.al, Web: www.dynamicspartners.al

Company Profile:

Dynamics Partners is a retained search and business strategy consulting firm committed to exceptional client service in Albanian and Kosovo markets. Founded in 2005 the firm brings together the expertise and capabilities of a partnership team, joint by a set of common values and professional interests. We credit our success to the long-lasting relationships we have formed with our clients and candidates, enabling us to build an extensive network of industry professionals, gain unparalleled industry insight, and offer a thriving level of services.

Our Team Our team of consultants and researchers is a successful combination of professionals who either come from the industries they specialize in, or have previous experience in the recruiting business. We have a very good understanding of both the specifics of the economical and business processes in the Albanian and Kosovo markets.

Consultant: EasyPay

Contact Person: **Linda Shomo**

Address: Rr. Deshmoret e 4 Shkurtit, kompleksi Green Park, Kulla 1, Tirana, Albania

Tel: +355 4 2264982,

E-mail: info@easypay.al, Web: www.easypay.al

Consultant Profile:

EasyPay is the first non-bank financial institution in Albania, which offers online and via mobile payments. Licensed by the Bank of Albania in December 2009, EasyPay vision is to bring innovation in the payments system in the country. EasyPay platform allows it to use multiple services and provide maximum security for agents and for its customers. Currently, EasyPay is the official distributor of the Digitalb sha Company, the largest media company in Albania, as well as PLUS Communication, one of the four mobile operators in the country. EasyPay cooperates with all major banks in the country, has experience in the field of electronic commerce and helps businesses to have access to this world's successful sector, contributing to building e-commerce sites, their integration with banks, Paypal etc.

Consultant: Communication Progress

Contact Person: **Gentian Likaj**

Address: Rr. e Durrësit, Pall. M.C. Inerte, Kati 1, Laprakë, Tiranë, Shqipëri

Tel/fax: +355 4 2413901

E-mail: g.likaj@commprog.com Web: www.commprog.com

Communication Progress Sh.P.K. (1998) employs 30 experienced and talented professionals and has adopted an effective and viable management organizational approach. Our people and the rich portfolio of services and competencies give us the ability to provide turnkey solutions to businesses and organizations of any type and size.

Consulting and Implementation Service Areas:

1. **Software:** IMPRO ERP, OpenERP, SharePoint, LifeRay, Alfresco, Efront; Cross Platform Integration; other Proprietary and Open Source solutions; Custom Development
2. **Communication:** custom-designed solutions for Voice, Data and Video communication, offering the full range of products
3. **IT Infrastructure:** cost effective and high performance solutions for IT Infrastructure, offering a wide range of products for Data Centers, Server Rooms, Technology Facilities

4. **Education:** Interactive whiteboards, Web Learning, E-learning content, Distance Learning, Cloud Computing, Audio Visual

MARKETS:

- a. Carriers & Service Providers
- b. Government
- c. Large, Small & Medium Enterprises
- d. Financial Services
- e. Home & Entertainment
- f. Healthcare
- g. Education

Consultant: **UHY Elite**

Contact person: **Artan Xhiani**

Address: Rr. "Deshmoret e 4 Shkurtit" P17, H3, Apt.12. (3rd floor) Tirana, Albania,

Tel./Fax. +35542237199, +35544502116,

Email: info@uhy-elite.com Web: www.uhy-elite.com

Consultant Profile:

UHY Elite is one of the 10 biggest accounting offices in Albania (turnover + employee) providing services in auditing, accounting, tax and various business consulting services. In August 2009 **UHY Elite** became a full member of **UHY** based in London, UK. **UHY** is an international association of independent accounting and consulting firms with 250 offices around the world in more than 80 countries.

UHY Elite's integrity and professional competence are the cornerstones of our firm. We work hard to earn and maintain our clients' trust and confidence. We can provide quality professional services in an independent, objective, and ethical manner. We act with integrity, constantly striving to uphold the highest professional standards, to provide sound advice, and rigorously maintain our independence.

Consultant: **IG Executive Consulting**

Contact Person: **Irena Gribizi**

Address: Rr. Petro Korcari, Pall.4, Ap.35, Tirana, Albania

Tel: +355682052710,

E-mail: igexecutiveconsulting@yahoo.com

Consultant Profile:

- ▶ More than 14 years of working experience in the UN/WB consultancy (both advisory and investment) projects for business community and service providers as well as more than 12 years academic experience as lecturer of English language for special purposes at Tirana University.
- ▶ Master of Business Administration as of 2002 and Project Management Associate as of 2010
- ▶ Wide established network of both local and international consultants in various areas both in country and across the region
- ▶ Exceptional knowledge of Albanian market, business climate & issues as well as in depth knowledge of key industry stakeholders, donor organizations and governmental agencies especially in environmental, waste management, recycling, technical standards, corporate governance, investment climate, trade logistics, tax administration, debt resolution projects, awareness raising campaigns and capacity building projects including development and delivery of trainings.
- ▶ Highly motivated and business oriented professional, proven track record in achieving objectives, great organizational, analytical, managerial and negotiation skills, initiative taker, innovative, problem solver, result oriented, team player, eager to undertake challenging assignment, multi task person, time efficient, computer literate, English proficient, mobile, willing to work overtime and travel.

Consultant: Facilization

Contact Person: **Gjergji Guri**

Address: Kryq i Rr. Sami Frashëri me BLV. Gjergj Fishta, Nd. 16, H. 9, Ap. 28, 1001, Tirana, Albania,

Tel: 355 (0) 42427040,

E-mail: info@facilization.com, Web: www.facilization.al

Company Profile:

Facilization SHPK is a leading IT consultancy and service business based in Albania expanding its business in the Mediterranean basin countries. Facilization was founded by a team of functionally and technically well-versed members in 2009 with the objective of pooling their functional and technical know-how in numerous varied IT-related areas to provide a range of solutions for the benefit of our customers.

We specialize in the design, development, implementation and operational support of enterprise wide solutions, with a modern and innovative approach to project delivery. Our end-to-end approach to solution development means that we are a one-stop solutions partner: from the provision of consultancy and expertise needed in the early stages of a project, to the supply, integration and support of a complete solution (including software supply and bespoke development).

We focus and specialize in providing full-fledge technology services in the banking and financial services domain by implementing and supporting Oracle Flexcube, the leading International core banking system, as well as providing custom application development services to banks where we share profound domain, functional and technical know-how. (Link) We are the 1st Oracle business partner to have obtained the Oracle Flexcube UBS Specialization in Eastern Europe & Commonwealth of Independent States, 3rd in Europe Middle East and Africa and 5th in the World. Our "Facili" product line - launched in May 2010 – is being successful having more than 7 banks licensed for our Facili- web application software solutions.

To the Engineering & Construction, Utilities, Oil and Power Generation and Distribution we provide complete project management and technology support services enabling successful implementation of Oracle Primavera solutions.

Facilization offers complete and superior solutions about administration, transparency and communication through the eUniversity platform of Cardisoft-SA and for the K-12 education sector we provide TeleShkolla solution and Intel Teach training program.

Consultant: TMC - TRAINING MANAGEMENT CONSULTING

Contact person: **Arben Memo**

Address: Rruga Irfan Tomini, Pallati 32, Shk.3, Ap.39, Tirana, Albania

Tel: +35542227674,

E-mail: info@tmc-al.com, Web: www.tmc-al.com

Consultant profile:

- ▶ Design, Development and Assessment of Quality Management Systems according to the International Standards EN ISO 9001:2008
- ▶ Design, Development and Assessment of Environmental Management Systems according to the International Standard EN ISO 14001:2004 or European Regulation EMAS
- ▶ Design, Development and Assessment of Quality Systems for Testing Laboratories according to EN ISO 17025:2005 standard
- ▶ Design, Development and Assessment of Quality Systems for Certification Bodies according to EN ISO/IEC 17065:2013-01
- ▶ Design, Development and Assessment of Quality Systems for Inspection Bodies according to EN ISO 17020:2004
- ▶ Design, Development and Assessment of Safety and Security Management Systems (OHSAS 18001:2007, ISO 27001:2005)
- ▶ Technical Support to Industries for compliance with CE mark requirements
- ▶ Setup of Critical Control Point Hazard Analysis systems (HACCP) and ISO 22000:2005

Consultant: The Center for Competitiveness Promotion

Contact Person: **Alida Kondi**

Address: Rr. "Hamid Shijaku" P.6 ap.3, Tirana, Albania

Tel: +355 692141920,

E-mail: alida.kondi@gmail.com, Web: <http://www.ccp.al>

Consultant Profile:

Project design and implementation aiming the enhancement of competitiveness of businesses, institutions and organizations through innovation and internationalization. Analysis, research and counseling on education, training, employment, entrepreneurship and career development. Consultancy and technical assistance for private sector development and SME policy. Design and implementation of training needs assessment and capacity building programmes for the staff involved in education, training, SMEs, hotel and tourism industry, etc. Cooperation and partnership promotion between Albanian and international organisations that support business, education and training development. Management of human resource and company re-organisation, etc. Event organization and moderation (conferences, workshops, seminars) for business partnership promotion.

Consultant: Ledi Leka

Contact person: **Ledi Leka**

Address: ETC, Tower A, 13/3, Blvd. Bajram Curri, Tirana, Albania

Tel: +355 682043755,

E-mail: ledi.leka@dynamicpartners.al, Web: www.dynamicpartners.al

Consultant Profile:

Ledi Leka joined Dynamics Partners (former Development Dynamics) as a Consultant in 2009. She has successfully managed search assignments for clients in various industries for functions including accounting and finance, sales and marketing, business development, supply chain, human resources and administration. Mrs. Leka's main expertise stands with the Oil and Gas industry with about 10 years experience in finance, HR and administrative positions. Since 2010 she is HR business partner with an international oil and gas company operating in Albania.

Mrs. Leka holds a bachelor's in English language from the University of Tirana, a post graduate study diploma in Business Administration from Tirana Polytechnic University and French Institute of Business Administration, and is expected to complete in July 2013 her MSc in Marketing and Management with the University of Bradford (UK). She speaks her native Albanian, fluent English, French and Italian.

Consultant: ABKons (A&B Business Consulting)

Contact Person: **Arta Gurabardhi**

Address: Myslym Shyri Street Building 9/1, Tirana, Albania

Tel: +355 4 2258326,

E-mail: info@abkons.com, Web: www.abkons.com

Consultant Profile:

A&B Business Consulting (hereinafter "ABKons") is a first class company that provides consulting services to our clients (Private and Public Entities). We are an innovation in the Albanian market by adopting the best standards of client care. We ensure we can benefit our clients by combining the highest global standards of business with local excellence of service and by maintaining the depth, quality and scale of resources necessary to meet our clients' needs. We are currently operating in the Albanian jurisdiction but our network of partners and affiliates includes all countries of Western Balkans, UK, Netherlands, Italy, Austria and Israel.

Consultant: Albanian Association of Marketing

Contact Person: **Iris Kazazi**

Address: Ave. "Zogu I", Bld. "Kirschberger", No 2/3, Tirana, Albania

Tel: +35542415890,

E-mail: albanianmarketingassociation@gmail.com, Web: www.albanianguarantee.org

Consultant Profile:

The Albanian Association of Marketing is a forum of dedicated professionals specialized in marketing disciplines, market intelligence and channels, technologies and other market related activities. Albanian Association of Marketing's goal is to create opportunities for learning and networking to promote standards of excellence and best practices, responsible marketing, carrier and business success. We also aim to increase consumer confidence in the marketing industry by taking a leadership role in responding to consumer concerns. Consistent with our mission, we are focused on building member value through resources, education, networking, and community. We encourage the exchange of ideas, information, and best practices by presenting marketing case studies and the latest innovations of industry leaders. AAM is closely working with different institutions in Albania including Economic Faculty-University of Tirana, Albanian Academy of Science, Ministry of Education and Science, UNDP, Swiss Cooperation founded projects and institutions, FiBL, Italian Cooperation, Netherlands Development Organization, etc. AAM possesses a database of most successful Albanian private business including different type of operations such as services, production, local and international ones which are currently used for researches purposes and other partnerships.

Consultant: PRIMUS BS

Contact Person: **Vasil Kolezi**

Address: Rruga "Kavajës", Pallati 3. Ap.72, Tirana, Albania

Tel: +35544507243,

E-mail: office@primus-bs.com, Web: www.primus-bs.com

Consultant Profile:

Primus BS is a business consulting company that provides Marketing and Business Development Services for Export and Market development. Primus BS is established in 2009 by a team of associate members which operate in different fields and have held key positions in major institutions. The company is located in Tirana business centre.

Our core values are focused on client needs and satisfaction. We use efficiently all our creativity skills, knowledge and updated information available in order to provide the best solutions to our clients. The relationships with clients and partners stands in the basement of our dedication to deliver service beyond expectations:

- *EXPORT Marketing Strategy and Business Development*
- *Business MODELING and Planning*
- *360 MARKETING Strategy*
- *MARCOM strategy and CREATIVE design*
- *Marketing, Social Media, CONTENT MARKETING, websites, CRM applications*
- *NON-PROFIT Marketing and fundraising campaigns*
- *Matchmaking and partner search*
- *SUBSIDIES and financing consultancy*

We put a very high premium on integrity and excellence in all that we do.

Consultant: **Brunilda Liçaj**
Contact person: **Brunilda Liçaj**
Address: Lagjia 16, Rruga V. Kuqi, Pallati Fatbel, Tirana, Albania
Tel: +35566 20 920590,
E-mail: brunilda.licaj@gmail.com

Consultant Profile:

Brunilda Licaj has over 15 years of experience working in the travel and tourism sector that have a strong cultural or environmental character. She is currently a lecturer at A. Moisiu University of Durres and Assessor for the Quality Mark "Authentic Albania" Programme of USAID/ Rritje Albania to support businesses in the tourism industry. Her primary research interest is tourism marketing, destination branding, tourism development and planning. Mrs. Licaj has a distinguishable experience dealing primarily with the financial sector of tourism in Albania and Italy (Verona Provincia Turismo S.r.l, La Vikinga Lines Company Albania) etc. She is also engaged as researcher of Tempus programme CHTMBAL and consultant in different projects of TAM-BAS project of EBRD, IPA, of Cosvitec Italia, of Veneto Promotion and Chamber of Commerce, ISCOS Lombardia etc. Brunilda has two broad areas of expertise: marketing and communications and learning / training and development, which was especially the focus of her work over the last 5 years. She holds a first degree in Business Management at the Tirana University and MA in Economics and Trade from the University of Studies, Verona. She is following up her PHD Studies in Marketing of Tourism (expected to complete in 2014) and mostly is devoted to tourism concerns in Adriatic and Ionian Region. She speaks fluent Italian, English and French.

Consultant: **ARK IT**
Contact person: **Dritan Çela**
Address: Rr: Ali Pashe Gucia Nr:33, Tirana, Albania
Tel: +355 4 2 22 99 55,
E-mail: info@arkit.info, Web: www.arkit.ch

Consultant Profile:

Ark IT provides information management and information technology consulting, solutions, products and support to its customers.

1. The Company and its professionals are carrying approximately 14 years of experience in Albanian and SEE market.
2. The Company is one of the leading IT Consulting and Software Development Company in Albanian market.
3. ARK IT is the first Albanian IT Company exporting software development and IT services in the Western European market (mainly in Switzerland, Germany and Belgium).
4. Focused in web based solutions and technologies since its creation in 2000 and combined with mobile solutions since 2011.
5. The company since year 2000 developed a web based software development framework called Easy-web. This framework facilitates rapid software development, changing requirements and is open for incremental and iterative development approach.
6. Successful implementation of small, medium and large sized projects.
7. Business sectors involved include Banking / Financial Services, Agriculture and Food Processing, Healthcare, Telecommunications, Public and Government Administration etc.
8. Client base varies from public to private international institutions and from local to multinational companies including, USAID, European Union, UNDP, Soros Foundation, Bank of Albania, Vodafone, etc...
9. Long term building relationships with partners including, Deloitte and Touche Albania, CCS Albania, Mediscope Switzerland, Proxena Switzerland, etc...

Consultant: **DM Consulting**

Contact person: **Dritan Mezini**

Address: Address: Str "Deshmoret e 4 Shkurtit" P. Leskoviku 3d floor, #7, Tirana, Albania

Tel: +355692031581;

E-mail: www.dm-consulting.biz, Web: info@dm-consulting.biz

Consultant Profile:

DM Consulting Services was established in 2005 to provide clients with top-quality, innovative, reliable, cost effective, and time-saving business and IT solutions. Our main areas of expertise consist of the following:

1. IT Solutions and e-Business
2. Business Process Analysis and Management
3. HR Management, Recruitment and Training
4. Business & Financial Management

At DM we are committed to delivering long term success for our clients. Our vision is to become a regional leading company with a positive influence in our areas of expertise. DM Consulting Services is a member firm of Kenton & Miles International, one of the leading consulting companies in Europe, located in Milano Italy. Our main offices are located in Pristine (Kosovo) and Tirana (Albania). The company is currently in the process of opening up a new office in Skopje (Macedonia).

Consultant: **Corporate Governance Institute**

Contact person: **Rezarta Cenaj Melo**

Address: European Trade Center - Tower A - 13/3 Blv. Bajram Curri - Tirana, Albania

Tel: +355 4 2247 988

E-mail: rcenaj@cgi-albania.org, Web: www.cgi-albania.org

Consultant Profile:

Assist the business toward Sustainable Value Creation

Assist business to generate sustainable shareholder value over the long term. Sustainability implies that the company must manage effectively the governance, social and environmental aspects of its activities as well as the financial.

Build up the skills of independent and executive Directors as Fiduciaries

Members of company boards are fiduciaries who must act in the best interests of the company and its shareholders and are accountable to the shareholder body as a whole. As fiduciaries, directors owe a duty of care and diligence to, and must act in the best interests of, the company.

Build up Effective Board Behaviour

Boards need to generate effective debate and discussion around current operations, potential risks and proposed developments.

Assist in the Composition and Structure of the Board

The board should consist of directors with the requisite range of skills, competence, knowledge, experience and approach, as well as a diversity of perspectives, to set the context for appropriate board behaviours and to enable it to discharge its duties and responsibilities effectively.

Promote and provide executive education for the Role of the Chair

The chair has the crucial function of setting the right context in terms of board agenda, the provision of information to directors, and open boardroom discussions, to enable the directors to generate the effective board debate and discussion and to provide the constructive challenge which the company needs. The chair should work to create and maintain the culture of openness and constructive challenge which allows a diversity of views to be expressed.

Assist companies in developing Codes of Ethics and Conduct what about CG Code??

Companies should develop a code of ethics and/or a code of conduct. The code should stipulate the ethical values of the company as well as include more specific guidelines for the company in its interaction

with its internal and external stakeholders. Such codes must be actively and effectively communicated across the company, and should be integrated into the company's strategy and operations.

Reforming policy: to support the development of an effective corporate governance framework through

- Conduct policy events on CG (legal and regulatory) frameworks
- Provide consultations to policy-makers on laws, regulations, CG codes
- Develop model (legal) documents, toolkits
- Provide CG diagnostics to legal framework

Consultant: **KlodianaÇollaku**

Contact person: **KlodianaÇollaku**

Address: Rruga "Ismail Qemali, Nr. 30, 1019 Tirana/Albania

Tel.: +355 (0)4 22 45 510 ext. 26

Faks: +355 (0)4 22 48 957

Cel.: +355 (0)69 20 54 070

E-mail: klodiana.collaku@deutschzentrum.al

Web: www.goethe.de/tirana

Consultant Profile:

She has been working for 18 years in Hotel and Tourism Industry and is specialized in Vienna, Austria in Tourism Management and Food and Beverage Operations. From 1995-2006 she has been Food and Beverage Manager in the First Albania 5* Hotel, Rogner Europapark. She is a Certified Assessor for the Quality Mark "Authentic Albania" which is implemented by USAID to assess the standards of the services and responsible Tourism in Albania. Klodiana works since 3 years as a Tourism Consultant with the TAM / BAS an EBRD Project Office and is a member of Albanian Consulting Network. She has been a part Time Lecture at European Tourism University, Tirana. During the period 2005-2008, she stated-up and managed the "Blue Laguna Resort" in Golem Durrës, Albania (Family business). Klodiana Çollaku studied Food Chemistry, at Faculty of Sciences, University of Tirana, Bachelor and Master.

Consultant: **RDA Tirana**

Contact person: **Ilir Rembeci**

Address: Regional Development Agency (SME)- Tirana,

Rruga "Ismail Qemali" P 34/1, Ap 10, Tirana, Albania

Tel & Fax: 04 254603/ 04 235704,

E-mail: ilirrda@albmail.com Web www.rdatirana.al

Consultant Profile:

The Mission of the "Regional Development Agency (SME)" (RDA) is: 'To contribute as co-leader, working alongside the local business community, international donors, central and local authorities and NGO-s, to improve the business climate and encourage economic development in the region through the implementation of joint-effort coordination programs, and to act as a cross-sector resources center.

Tirana RDA offers technical assistance to local firms doing business through consulting services, basically addressed to SME-s. RDA experts, organized in teams by subject, help companies in managing different problems and risks such as contractual disputes, customs and payment problems. This can be highly useful for companies wishing to successfully enter a foreign market.

The Tirana Regional Development Agency (SME) F has striven to evolve and adapt to the changing political and economic environment in Albania. It has witnessed the creation of many entrepreneurial projects in the region. Yet, it is aware that there is a real need for focus on increasing capacity within the region for developmental projects and for training activities. These way opportunities can be created and sustainable development becomes easier to achieve. The Tirana Regional Development Agency continues to work to raise its profile in the region. The Agency is committed to strengthening its own capacity as an institution, so that it can go out and identify new areas for development.

Consultant: **C&M**

Contact person: **Skënder Bedalli**

Address: C&M Albania, Rr. Themistokli Gërmenji, P.Digitalb, Kt.5/4, Tirana, ALBANIA,

Tel: +355-(0)-4 2233 568

E-mail: info@cmalbania.al, Web: www.cmalbania.al

Consultant Profile:

C&M Albania is an ISO Certified Albanian consulting and engineering company with a wide range of experience and services on market research, project planning and budgeting, urban planning and architecture, roads, railways and other transport facilities, civil and building engineering with turn-key system, air traffic management for civil aviation, contract administration and project management. Consulting & Management Albania Sh.p.k (C & M Albania Sh.p.k) is an Albanian private company providing engineering services, planning, project design and handing over of the works for construction and infrastructure industry, roads, railways and other transport facilities, consultancy service in air traffic management for civil aviation, management and construction operation services.

C & M Albania is familiar with project development and implementation of international projects in the field of public works, including health care and social services centers, education buildings, judiciary facilities, transport infrastructures and restoration works applying PRAG and FIDIC standards. Its staff and consultants have proved experience in management and consultancy services for different international Institutions and Organizations established in Albania and other countries in the region (World Bank, European Union, Cooperazione Italiana, USAID, and Italian Caritas).

Consultant: **Enkeljda Skenduli**

Contact person: **Enkeljda Skenduli**

Address

E-mail: kelatedi@yahoo.com

Consultant Profile:

Environmental Engineering

Consultant: **Anni Koçi Kallfa**

Contact person: **Anni Koçi Kallfa**

Address

E-mail: a_koci@hotmail.com

Consultant Profile:

Tiran University, Natural Sciences Faculty, Biotechnology Department Dr. on Plant Biotechnology Master of Environmental Sciences and Policy, Central European University (CEU), Budapest, Hungary

Working experience:

Albanian Development Fund, October 2009 – continuing. Environmental Unit

UNEP/GEF: May 2006 – December 2007 National Coordinator

Teaching Experience: Tiran University, Natural Sciences Faculty, Department of Biology and Chemistry

Evaluation expert on Environmental implications and Auditing - 09.09.2004, Decision No. 11, No. 068 Regj.

Certificate on “Internal Auditor, ISO 14001”, by TÜV Austria Hellas/Albanian Branch.

Consultant: **AZ Consulting**

Contact person: **Edona Bilali**

Address **Rruga 'Gjin Bue Shpata', Pallati 'Aviacionit te Vjeter', shkalla 4, Kati 1, Ap.16 Tiranë**

Tel: **+355 682002615**

E-mail: edona.bilali@azconsulting.al Web: www.azconsulting.al

Consultant Profile:

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