

BATON MATI

POLICY ANALYST | QUALITY ASSURANCE & BUSINESS PROCESS IMPROVEMENT SPECIALIST

CONTACT

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TRANSFERRABLE EXPERTISE

-Policy Analysis & Development
-Business Process Improvement
-Quality Management Systems
- Compliance Management
-Strategic Planning
-Leadership
-Analytical Thinking
-Education & Training Expertise
- Course & Training Development

EDUCATION

Uppsala University, Sweden
01/2010 - 06/2011
MSc in Business & Economics*

ICN Business School, France
01/2010 - 06/2011
MSc in International Management*

University of Bologna, Italy
01/2010 - 12/2010
Master Universitario di 1° Livello*

South East European University, N. Macedonia
09/2006 - 06/2009
Bachelor of Business Administration*

**Credentials evaluated by WES (ref#: 5625707/srl)*

CERTIFICATIONS

PECB, Canada
09/2021
ISO 9001 Lead Implementer

PECB, Canada
07/2021
ISO 9001 Lead Auditor

EXPERIENCE

PECB University

05/2019 -

Acting Dean; Director for Academic Affairs

- Oversaw and managed academic programs, ensuring compliance with institutional, state, and federal policies and regulations.
- Led institutional and program accreditation efforts, advising the Board and ensuring compliance with accreditation requirements.
- Designed, developed, and maintained academic programs to enhance quality and relevance.
- Spearheaded the transition to a hybrid synchronous/asynchronous course delivery model for improved student engagement and flexibility.
- Managed the operating units, including registrar, human resources, finances, marketing, library, course development/eLearning, and IT.
- Developed and implemented robust systems and processes for record-keeping and policy analysis.
- Provided leadership in faculty training and development, optimizing the educational experience.
- Formulated and implemented policies and procedures for efficient program operations and adaptability to regulatory changes.
- Oversaw Academic Partnership programs and Inter-Institutional Partnership efforts, fostering collaborations and growth.
- Spearheaded the institution-wide Business Process Improvement efforts and participated in the corporate Internal Audit team
- Participated as a non-voting member, providing essential reports to the Steering Committee and Board of Directors.

01/2018 – 02/2022

Lecturer / Faculty Member

- Lectured mandatory online course 'Leadership and Organizational Behavior' and 'Project Management'
- Developed/updated the syllabus, course materials, and course content
- Evaluated, recorded, and documented student academic progress via assignments, course deliverables, and examinations
- Supervised student MBA theses upon request
- Participated in thesis and/or complaint committees upon request, as a committee member or chair

DB Solutions

03/2017 – 03/2019

Policy Researcher; Project Coordinator

- Project coordinator in Policy Research activities subsidized by the Ministry of Education, Science and Technology in Kosovo:
 - o PROJECT 1: Market Research on the effectiveness of Professional Education in preparing the youth for the labor market
 - o PROJECT 2: Raising awareness regarding OECD's PISA Test in Kosovo – as the newest participant country in this standardized testing scheme
- Project planning & implementation, supervising project team
- Reported to the Ministry regarding the project results

SKILLS

- Total Quality Management
- Multi-stakeholder collaboration & management
- Business Development skills
- Academic and Market Research Expertise
- Excellent Communication skills
- Fast learner
- Team player
- Experienced in Change Management
- Fully tech literate (MS Office package, MS Outlook, MS Visio, MS Teams, GoToMeeting, MS SharePoint, ZOHO Project (PM), ZOHO People (HRM), Jira, Tableau, HubSpot)

University of Prishtina “Hasan Prishtina” – Faculty of Economics

03/2017 – 03/2019

Lecturing Assistant

- Held course seminars for undergraduate-level courses: “Principles of Marketing” and “Business Ethics”
- Developed course materials and course-related handouts
- Evaluated, recorded, and documented student academic progress via assignments and course deliverables
- Examined, proctored and evaluated students

ISPE College

10/2012 – 06/2017

Quality Assurance Manager; Lecturer

- Led the Institutional and Program Accreditation, coordinating with regulatory bodies, advising the Board on accreditation requirements and ensuring that the institution meets those requirements
- Applied the Bologna Process standards, European Education Area, and ENQA to the teaching process and study programs
- Acted as an internal auditor/business process improvement officer for the institution
- Led the development and implementation of institutional policies and procedures in line with institutional change and regulatory requirements
- Lectured undergraduate & graduate-level courses: “International Business”, “Transnational Corporations and the Global Economic Environment”, “Principles of Microeconomics”, and “Principles of Macroeconomics”
- Developed/updated the syllabus, course materials, and course-related handouts
- Evaluated, recorded, and documented student academic progress via assignments, course deliverables, and examinations
- Supervised student Bachelor theses upon request

Virtuo

06/2011 – 05/2017

Management Consultant

- Provided hands-on consultancy for the management, including competition analysis, brand management (SOPHOS, VMWARE), value propositions as well as strategic planning, B2B and government clients' relationship management, and business standardization.