

CURRICULUM VITAE

1. Surname: Kosta
2. Name: Klotilda
3. Date and place of birth: September 1979, Berat
4. Nationality: Albanian
5. Civil Status: Married with two children
6. Education:

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| <i>Institutions:</i> | Faculty of Social Sciences, Tirana University |
| <i>Date:</i> | 2011 – on-going |
| <i>From (months/year)</i> | |
| <i>To (months/year)</i> | Thesis: Challenges and opportunities of local government in social service delivery |
| <i>Degree:</i> | PhD |

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| <i>Institutions:</i> | Faculty of Social Sciences, Tirana University |
| <i>Date:</i> | 2005 - 2007 |
| <i>From (months/year)</i> | |
| <i>To (months/year)</i> | |
| <i>Degree:</i> | Master in Social Work |

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| <i>Institutions:</i> | Faculty of Social Sciences, Tirana University |
| <i>Date:</i> | 1998 - 2002 |
| <i>From (months/year)</i> | |
| <i>To (months/year)</i> | |
| <i>Degree:</i> | BSc in Social Work |

7. Language skills (Mark 1 to 5 for competence, where 5 is the highest):

| <i>Language</i> | <i>Level</i> | <i>Passive</i> | <i>Spoken</i> | <i>Written</i> |
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| Albanian | | 5 | 5 | 5 |
| English | | 5 | 5 | 5 |
| Italian | | 5 | 4 | 4 |
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8. Other skills (e.g. computer literacy, etc.): Experienced user of MS Windows & Office Applications.
9. Present Position: Director of Programs, Partners Albania for Change and Development
10. Years of professional experience: 17 years

Key qualifications: Klotilda Kosta has an extensive professional experience in project management, project proposal writing, organisation, facilitation and moderation of participatory processes of stakeholders from different sectors, drafting and coordination of advocacy initiatives.

She has very good experience in research, designing and conduction of program evaluation systems, needs' assessments, and performance monitoring of public and private institution and their staff.

During her experience she has managed EU funded and other international donors funded projects, as: USAID, UNDP, World Bank, OSFA, etc.

Klotilda Kosta is an expert in designing and delivering training programs, technical assistance and consultancy thanks to a great exposure to best training methodologies at an international level and over 10 year experience in the area. Mrs. Kosta has designed and conducted rich curricula of training programs for NGOs, local government, public administration, business sector, media, students, etc. Her training curricula includes topics as: Project proposal writing and management; Preparing EU-

funded project proposals; Advocacy and Lobbying; Public Relations; Media Relations and Public Speaking; Organisational Change; Participatory Governance; Community Mobilisation in Electoral Processes; Leadership and Decision Making; Cooperative Planning; Networking and Coalition Building; Communication Skills; Conflict Management and Negotiation; Participatory Consultative Processes; Gender Issues; Equity in Governance; etc. She has national and international experience as a trainer.

She has very good management, communication, collaboration and team-working skills.

Ms. Kosta is a Board member of the Balkan Civil Society Development Network (BCSDN).

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| 11. Professional experience: | |
| <i>Date: from (month/year) to (month/year)</i> | April 2005 - Ongoing |
| Location | Albania |
| Company / Organisation | Partners Albania for Change and Development |
| Position | Director of Programs |
| Job Description | <p>Responsible for the design, implementation and management of all projects/activities under three programmatic areas of the center's work: Enabling Environment for CSOs and Sustainable Development; Philanthropy and Social Responsibility; Women and Youth Employment and Increased Representation in Decision Making.</p> <p>Participates in the Center's strategic planning. Leads and follows up fundraising initiatives and cultivates relations with the clients' within her portfolio, the third parties including existing and new donors and supporters. She is responsible to contribute to the overall Center's development and implementation of the annual plan. Carries out the responsibilities described below independently, with minimum supervision, but also in the context of a professional management team. Contribute to reporting and information sharing with Partners for Global Network. Cultivate and maintain networks with the NGO community, counterpart ministries of the Government of Albania, and donor agencies, as appropriate, for the effective implementation of Center programs.</p> |
| <i>Date: from (month/year) to (month/year)</i> | 2010 – 2013 |
| Location | Albania |
| Company / Organisation | Tirana University, Social Sciences Faculty, Social Work Department |
| Position | Lecturer (part-time) |
| Job Description | <p>Conduct lectures and seminars in the subjects of "Integrated Methods in Social Work Practice", "Supervision in Social Work" and "Gender Issues and Social Work".</p> |
| <i>Date: from (month/year) to (month/year)</i> | April 2003 – April 2005 |
| Location | Albania |
| Company / Organisation | Youth Friendly Service Center |
| Position | Social Worker |

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| Job Description | <p>Design and conduct need assessment according to the mission of the Youth Friendly Services Center, in order to improve the mental and physical health services for the students living in the Student's City, Tirana. Offer counselling and emotional support to the youth community living in the Student's City and design, organize and facilitate workshops and training programs for students and campus administrators on different issues concerning youth in cooperation with other partners.</p> <p>Evaluate the living conditions of the students and makes recommendations for further improvement, design and implement different social programs in the Student's City.</p> <p>Cultivate and maintain networks with the NGO community, public institutions and other agencies for further collaboration on youth programs.</p> <p>Conduct researches on phenomena affecting students living in the Student's City as: Stress; Sexual transmitted Diseases and Drug Abuse.</p> |
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| Date: from (month/year) to (month/year) | June 2002 – April 2005 |
| Location | Albania |
| Company / Organisation | Gender Alliance for Development Center |
| Position | Project Assistant |
| Job Description | <p>Media monitoring on gender issues and children abuse.</p> <p>Select the articles on gender issues and children abuse from the daily newspapers, data entry on the database according the keyword system, create and maintain the files with the photocopied articles and assist people who ask for information from media monitoring.</p> |

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| 12. Specific experience in non industrialised countries: | | |
| <i>Country</i> | <i>Date: from (month/year) to (month/year)</i> | <i>Name and brief description of the project</i> |
| Albania | February 2016 - On-going | <p>CAUSE – Confiscated Assets used for Social Experimentations</p> <p>The main objective of the project is to establish a good model of sustainable reuse of confiscated assets from the organised crime for the benefits of the community.</p> <p><i>Main activities:</i> The project will support civil society organisations in Albania to use the confiscated assets from the organised crime and offer services for the communities that are affected or can be affected by organised crime.</p> <p>The project will also provide support to the AAPSK in the preparation of</p> |

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| | | <p>the procedure and protocols for giving in re-use and monitor entrustment of confiscated assets to non-profit organisations.</p> <p>Position: Project Manager</p> |
| Albania | October 2016 – May 2019 | <p>Strengthening CSOs for effective inclusiveness and participation in policy-making and decision-making, LEVIZ Albania</p> <p>The aim of the project is to increase effectiveness and efficiency of civic actors (CSOs and individuals) in influencing local policies and decision-making through the implementation of initiatives supported by LevizAlbania (LA).</p> <p><i>Main activities:</i> Capacity Building through on-site and on-line trainings on Cooperative Planning; Community Mobilisation for Social Change; Participatory Governance; Project Proposal Writing and Management; Preparation of a set of participatory ICT tools and mechanisms for civil society and citizens to effectively participate in, and influence policy and decision making at central and local levels will be prepared and used during the training sessions; Networking with organisations in the country and the Western Balkans Region, etc.</p> <p>Position: CSOs Capacity Building expert</p> |
| Albania | January 2015 – April 2018 | <p>Pillars of civil society: More effective cooperation between civil and state sector in Albania, Slovak Aid - Official Development Assistance of the Slovak Republic.</p> <p>The main activity of the project is the NPO Academy. It serves as a space for non-formal education to enhance skills and develop competences of NPO executives; to increase the professionalism of participants through a unique curriculum, learning methodology and diverse professional expertise; and to create generations of professional and committed NPO executives who will become change actors to contribute in the development of Albanian society. Through a follow up coaching and mentoring program, participating NPOs are guided towards effective implementation of the knowledge</p> |

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| | | and skills acquired in the Academy. <i>Position: NPO Academy Lecturer</i> |
| Albania | September 2016 – September 2018 | Financially viable civil society = Active civil society, implemented by Partners Albania in framework of Civil Society Watchdog and Advocacy Program supported by the Public Affairs Office of the United States Embassy in Tirana. This initiative aims to contribute to the financial sustainability of the civil society organizations engaged in strengthening of democracy, rule of law and good governance in Albania, respect for human rights, increase of citizen activism and community development. The project is helping strengthen the capacity of NGOs to identify new business models in order to generate revenues, thus providing financial stability independent from the usual donor funding, for a greater impact in the communities where they operate. <i>Position: Training Expert</i> |
| Albania | October – November 2016 | Consultancy service for the development of Ministries work plans on Logical Framework, Republic of Albania Prime Minister Office The key objectives of the assignment are to build capacities in the line ministries on the correct understanding and application of the logical framework (aim/objectives/outputs/activities/out comes/impacts/Indicators/Means of verification/Risk and assumptions/budget.). <i>Main activities:</i> To conduct a revision of the Work Plans for 2016 and preparation of Work Plans for 2017 of the Ministry of Energy and Industry and Ministry of Health based on the correct application of the logical framework. <i>Position: Local consultant</i> |
| Albania | June – October 2015 | Public Consultations for the preparation of the “Common Country Assessment” and the “Formulation of UNDAF / PoC 2017-2021”, UN in Albania. The scope of the service was the organisation of public consultations in three selected sub-national levels (Tirana, Shkodra, and Korça), with |

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| | | <p>targeted focus groups, including the marginalized, private sector (through representatives of the business community), academia and civil society as well as will hold meetings and interviews with local government representatives of targeted cities aiming that their considerations and inputs will feed into the formulation of the CCA and UNDAF document.</p> <p>Position: Task Manager</p> |
| Albania | April 2015 | <p>Conducting a series of focus groups to gauge gaps and deficiencies in voter education, supported by UNDP in Albania.</p> <p>The scope of the service was to organize 8 focus groups, in order to discuss and explore the impact of the administrative territorial reform on needs on voter's information and education on the eve of the local elections 2015, and the effect their results will have on voter's representations' etc.</p> <p>proper participation of local citizens from underrepresented groups of citizens such as women, youth, ethnic minorities; citizens in different economic situations (unemployed youth and older people, seasonally employed citizens, returned migrants, single mothers, pensioners, etc.), was ensured to collect opinions, discuss and consult the needs in voters education prior to the 2015 local elections and the implications that the latter will have in services provided as well as quality of life of the citizens in urban and rural areas.</p> <p>A report was prepared and delivered to UNDP upon completion of the focus groups.</p> <p>Position: Task Manager</p> |
| Albania | May – July 2014 | <p>Organization of Public Events to ensure the participation of civil society in support of the Territorial and Administrative Reform, supported by UNDP.</p> <p>Main project features: In the framework of the Support to Territorial and Administrative Reform (STAR) project, responsible for the organization of 12 public events, in order to discuss and consult with civil society regarding the territorial and administrative</p> |

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| | | <p>reform and the effects that the new reform will have on different social issues.</p> <p><i>Main activities:</i> Facilitation and moderation of 12 events during which new maps and other relevant information were presented and opinions were collected on how civil society perceives the new territorial division and services at local level. Organization and facilitation of 12 events, including logistics of events, invitations, PR and contacts with media, documentation of the event, minutes and reporting.</p> <p><i>Position: Senior expert</i></p> |
| Albania | 2012 - 2016 | <p>Urban Governance Program/Integrity Building in South East Europe (phase I and II) – Urban Partnership Program of the World Bank Group.</p> <p>Main project features: To improve public service delivery and assure a fair and sustainable urban development applying the Anticorruption Approach, an innovative model of inner diagnose from local government unit’s officials, applied from them with the assistance of the anticorruption practitioners. The approach aim at identifying municipal services and activities vulnerable to corruption and designing of local anticorruption strategies and action plans. The approach, beyond curing and preventing corruption, strengthen organization/institutional integrity, efficiency, transparency and accountability; and ultimately to improve public services delivery and assure a fair and sustainable urban development.</p> <p><i>Main activities:</i> The activities aim at identification, selection and assisting the municipalities of Kuçova, Lezha Rubik, Elbasani, and Fier in the implementation of Anticorruption Approach and preparation of the Anticorruption Strategy and Action Plan.</p> <p><i>Position: Anticorruption Practitioner</i></p> |
| Albania | December 2012 – April 2013 | <p>Provision of Capacity Building Activities in Project Proposal Writing in Shkodra and Vlora Regions within the frame of UNDP ArtGold 2 project.</p> |

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| | | <p>The overall objective of the Consultancy was to equip the participants with the knowledge and skills in proposal writing, project design, management and monitoring to increase their opportunities in securing funds for local development, using the Logical Framework approach.</p> <p><i>Position - Training Expert</i></p> |
| Albania | September 2010 – March 2012 | <p>Gender Equality Policy for Tax Administration in Albania, financed by SIDA.</p> <p>The aim of the assignment was to assist the Albanian Tax Administration towards a gender mainstreaming process. The process consists of two main components: (1) Conduction of a study survey on all the elements of the Tax Administration from a gender perspective, currently we are working. (2) Design an Institutional Gender Policy Document and a Strategic Plan for its Implementation as regard Gender Equality.</p> <p><i>Main activities:</i> delivering gender trainings and assisting the development group and the gender working group established by the institution to design the Gender Policy and action plan.</p> <p><i>Position : Local Gender Expert</i></p> |
| Albania | November 2009 – May 2010 | <p>Improving the women’s visibility and outreach at local and central level, supported by OSCE Presence in Albania.</p> <p>The aim of the project was to promote women leaders across the political spectrum, provision of a platform for mutually reinforcing networking, and encouragement of the public authorities’ response to women needs.</p> <p><i>Main activities:</i> Training Programs for Albanian Municipalities’ staff to build their capacities in: “Women’ rights and Gender Mainstreaming”; Regional forums for leader women from civil society organizations, business, academy, public administration, municipal councils, aiming to increase their visibility and role in decision making; Community Meetings discussing public services delivered by Municipalities to the citizens, from a gender perspective.</p> |

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| Albania | May 2009 – June 2009 | <p><i>Position: Gender Training expert</i></p> <p>Enhancement of women’s role in governance, supported by OSCE presence in Albania.</p> <p>The main objective of the project was to increase women participation in decision-making.</p> <p><i>Main activities:</i> Training programs for women in leading positions in NGOs, Public Administration, Municipal Council, Political Parties, and Private sector to build their capacities in: Advocacy and Message Development, Media Relations and Public Speaking, and Community Mobilization, Coaching for women of political parties on organization of electoral campaigns.</p> <p><i>Position: Gender Training expert</i></p> |
| Albania | October 2009 – September 2010 | <p>Building the capacities of civil society organisations to promote participatory consultations in policy formulation processes in Albania, supported by The Balkan Trust for Democracy.</p> <p>The main goal of the project is to build the capacities of Albanian NGOs to advocate for and participate more effectively in government-sponsored consultation processes on policies, strategies, and practices through the development of advocacy, networking and monitoring skills.</p> <p><i>Main activities:</i> research, trainings on Participatory Consultative processes and Advocacy, workshops.</p> <p><i>Position: Training Expert</i></p> |
| Albania | September 2009 – December 2010 | <p>Equity in Governance Project.</p> <p>Pilot project to implement Gender Mainstreaming in Albanian Municipalities.</p> <p><i>Main activities:</i> Trainings on “Basics of Gender for Local Government” and “How to Improve Policies and Conduct Budget Monitoring from a Gender Perspective”, preparation of the Gender Action Plan for Local Government (co-author), coaching sessions for the implementation of the Gender Action Plan. These activities aimed to increase the skills and capacities of Albanian municipalities in preparing plans and implementing policies which promote gender equality for the</p> |

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| | | <p>communities these municipalities are responsible for.</p> <p>Position: <i>Gender expert/Trainer/Coach</i></p> |
| Albania | May 2009 - March 2011 | <p>“Child Trafficking Response Program” CTRP III, implemented by Save the Children in Albania.</p> <p>The aim of the assignment was to provide consultancy services to support capacity building of 50 youth members and child lead groups of Social Centers in Cërrik and Kuçova, in “Project Cycle management” and “ToT”.</p> <p>Position: Trainer</p> |
| Albania | March 2009 – October 2009 | <p>Improving Performance and Accountability in Local Government with Citizen Participation - Local Development Program for Albania/USAID.</p> <p>The aim of the project was to increase transparency, reduce corruption and improve services toward citizens.</p> <p><i>Main activities:</i> Training programs for Lezha Municipality’ staff to build their capacities in Participatory Governance, and Code of Ethics for Public Officials; Technical assistance for municipality staff to draft the Code of Ethics, Roundtables and workshops to share the experience</p> <p>Position: Training Expert</p> |
| Albania | April 2008 – April 2009 | <p>Working together to make the local government more transparent and accountable, supported by the British Embassy and Dutch Embassy in Tirana.</p> <p>The aim of the project was to increase the efficiency and the quality of local services through addressing corruption using participatory strategic methods.</p> <p><i>Main activities:</i> training programs on Curring and Preventing Corruption at Local Governance</p> <p>Position: Training Expert</p> |
| Albania | March 2008 – September 2009 | <p>Millennium Albania Threshold Agreement I&II</p> <p>Organisation and facilitation of a series of roundtables, workshops and trainings for Public Procurement Agency, Public Procurement Advocate Office, General Directorate of Taxation, National Licensing Center and Public Administration officials.</p> |

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| | | Position: Project Coordinator/ Team leader/Facilitator |
| Albania | January 2007 - present | Business Sector (Raiffeisen Bank, ProCredit Bank, Union Bank, OTP Bank Opportunity Albania, Alpha Bank, Eagle Mobile, etc.) Design and deliver trainings in: Customer case and sales; Sales and Promotion; Communication with customers on the phone; Communication and conflict Management; Negotiation Leadership and Problem Solving; Job Supervision; Training of trainers, etc, Position: Training expert, Coach |
| Kosovo | June 2007 -October 2007 | Building the capacities of the Advocacy and Resource Center, supported by IREX Kosovo. Developing and delivering trainings for the trainers/staff of the center in “Cooperative Advocacy” and “Marketing and media relations for NGOs”. Position: Training expert |
| Tajikistan | November 2005 | Training and Coaching for NGO leaders from Tajikistan in Civic Advocacy and Lobbying, supported by Partners for Democratic Change. The aim was to build the capacities of NGO leaders in Advocacy & Lobbying for citizens’ issues Position: Training expert |
| Albania | April 2005 – September 2007 | Democracy and Governance in Albania – USAID Albania. The goal of the program was to enable citizens, NGOS, media and political parties, to become more actively involved in a participatory and transparent political process to combat corruption and promote better governance. Main activities: trainings, advocacy campaigns, financial and technical support for local NGOs, etc. Position: Program Manager/Trainer |
| Albania | October 2004 – February 2005 | Monitoring and Evaluation of the “Youth participation in UNICEF Programmes”, supported by UNICEF. The project consisted on conduction of a research to evaluate the participation on youth in the implementation of UNICEF projects in Albania, through interviews, focus groups, questionnaires, etc research |

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| | | techniques. Position: Team Leader |
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13. Publications and Seminars:

Publications/Researches:

- Philanthropic Activity of Enterprises in Albania – Survey administered by Partners Albania, 2017. Data analysis and Report writing
- The Challenges and Opportunities for Employment of Marginalized Groups by Social Enterprises, March 2016. Senior researcher.
- Monitoring Matrix on Enabling Environment for Civil Society Development, Country Report for Albania, 2013, 2014, 2015, 2016, 2017, 2018, 2019. Data Analysing and Report Writing.
- Assessment of youth employment opportunities in Vlora City, Albania – Survey administered by Partners-Albania, December 2010. Principle research/Analyst
- Logbook for development of gender working plan in local government – Copyright Austrian Development Cooperation 2010, co-author
- Monitoring the National Business Registration Center performance on Service Provision and Delivery – Survey administered by Partners-Albania, July 2008. Interviewer
- Assessment of the Advocacy Capacities of the NPO sector in Albania – Survey administered at the National level by Partners-Albania, January 2005. Responsible for data analysis and report drafting.
- Youth participation on UNICEF Programs – Survey administered by UNICEF, April 2005. Team Leader, responsible for design and conduction of research techniques, data analysis and report writing.

Professional trainings received:

- “Entrepreneurship as the Engine of Prosperity and Stability: Strategic Innovation” - International Visitors Leadership Program organised by the United States Department of State (November 2 – 23, 2016)
- Training of Coachers (*November 23-26, 2009*)
- Basics of Gender for Local Governance Training of Trainers (*August 19-21, 2009*)
- Participatory Budgeting Training of Trainers (*April 4-6, 2007*)
- Advanced Training of Trainers (*December 5-10, 2006*)
- Advocacy for Minority Rights Training of Trainers (*September 27-30,2006*)
- Effective Costumer Service and Sales Training of Trainers (*March 28-31, 2006*)
- Cooperative Advocacy Training of Trainers (*July 12-14, 2005*)
- Local Elected Leadership Training of Trainers (*May 15-22, 2005*)
- Participatory Evaluation Training Program (*October 11-15, 2004*)
- Youth Leadership Program Training of Trainers (*March 2004*)
- Gender Issues and Development Training of Trainers (*November 17-23, 2003*)
- Individual and Family Counselling Training Program for Counsellors (*September 2003*)
- Youth Friendly Services Staff Training (*January 26-31, 2003*)
- Leadership in Educative Work with Young People Training of Trainers (*April 2002*)
- Project Management and Organization Development (*May 2001*)