

Mentor Vogliqi

Fort Lauderdale, Florida, USA

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Professional Summary

Results-driven business professional with leadership, operations, security, and team management experience. Skilled in client relationship management, business development, strategic planning, and operational oversight.

Education

Rochester Institute of Technology (RIT), Rochester, New York
Bachelor's Degree in Business Administration

Core Competencies

Business Development, Account Management, Client Relations, Contract Negotiation, Strategic Planning, Team Leadership, Operations Management, Sales Growth, Customer Retention, Project Coordination, Budget Management, CRM Systems

Professional Experience

Senior Operations & Client Relations Manager (2021–Present)

- Managed key client accounts and maintained long-term business relationships.
- Led teams to achieve operational and financial objectives.
- Negotiated contracts and service agreements.
- Improved customer satisfaction and retention.

Security Operations Supervisor (2017–2021)

- Supervised daily operations and personnel.
- Conducted team briefings and operational planning.
- Coordinated with government, military, and private-sector stakeholders.

Business Development Representative (2014–2017)

- Developed new business opportunities and expanded client portfolios.
- Generated leads, conducted presentations, and closed sales agreements.
- Consistently exceeded performance targets.

Languages

English (Fluent), Albanian (Native), Serbian/Croatian (Professional)