



# Genc Resuli

## Director General

Tirana, AL • [LinkedIn](#)

Personal Details:  
22/04/1969 ▪ Tirana, AL  
Albanian ▪ Male

**Pioneering Director General driving continuous business development and operational excellence across Albania's civil aviation industry through strategic and administrative leadership.**

Solutions-oriented professional with decades of experience spearheading comprehensive operations within civil aviation sector, including Ministry of Transport, Tirana International Airport, and Civil Aviation Authority. Demonstrable success translating development plans and strategies into world-class aviation infrastructure and airport operations. Proven record of collaborating/negotiating with national and global agencies to accomplish high-value projects, modernise existing systems/processes, and strengthen aviation safety for maximum customer satisfaction. Expert in leveraging deep market knowledge to inform policy development and implementation while conforming to national laws and international protocols.

## Areas of Expertise

- Civil & Commercial Aviation
- Airport Operations Management
- Aviation Law & Policy Development
- Strategic Planning & Execution
- Airside Capacity Management
- Budget & Financial Planning
- Accident Investigation Management
- Safety Management Systems & Audits
- Infrastructure Project Management
- Risk Management
- Foreign Trade & Marketing
- Public Administration

## Accomplishments

- Delivered PowerPoint presentation on AKISA's operations and past activities to the European Union (EU) body for Accident Investigation in Paris (July 2023).
- Closed negotiations with JAATO in The Netherlands (European Certified Organisation) on training of AKISA inspectors, required for conducting incident and accident investigation in compliance with ICAO and EU standards; contract to be signed in August 2023 and first training sessions to commence in September 2023.
- Presented proposal on AKISA's organisational structure to the Minister, to be sent to the Prime Minister.

## Career Experience

### National Authority of Investigation for Safety of Operations in Civil Aviation of Albania (AKISA), Tirana, AL2023 – Present

Director General/Member of The Governing Board

Govern all activities of AKISA, from safety aviation affairs to infrastructure development and third-party relations. Define yearly business objectives and plan annual budgets, including tariffs for capital investments. Steer institutional task force to revise and relay legal documentation on internal regulations and procedures across all levels. Create job descriptions for every position within AKISA in coordination with legal and HR departments. Issue memos and ordinances for organisation-wide finance and administrative management. Sign contracts, legal agreements, and Memoranda of Understanding (MoU) on aviation investigation matter with partner institutions and EU organisations.

- Earned nomination for Director General position through special decree of the Prime Minister.
- Secured approval on AKISA's annual budget required for conducting investigations and response management.
- Championed AKISA's mission of increasing aviation safety and preventing accidents by initiating timely investigations and recommending National Authority of Civil Aviation and aviation service providers on improvement opportunities.
- **Additional Role as Member of The Governing Board:** Oversee financial and administrative affairs while aligning development plans with relevant strategies as proposed by Executive Director. Supervise HR issues, internal regulations, and procedures. Evaluate, present, and obtain endorsement for Authority's financial program from the Minister.
  - Sourced funds to facilitate Executive Management of Albanian CAA in seamless operations management, launch coordination, staff training, and goal achievement.
  - Facilitated funding of infrastructure improvements project to administer 7M+ individuals in 2023.
  - Proffered valuable insights to management board, comprising five members, as sole member from aviation industry.

**Art & Tourism Development Group (ATDG), Tirana, AL**  
**Director – Sales Division**

**2021 – 2023**

Delivered best-in-class customer experience through cold emails, phone calls, hotel tours, in-person visits, scheduled check-ins, and relationship-building workshops. Established sales strategies, plans, and weekly/monthly goals. Administered customer accounts while supervising accommodation and food service management. Drafted visibility reports based on market research for management board. Identified and capitalised on new business opportunities. Provided high-quality sales and aftersales services compliant with company structures, raising higher customer satisfaction levels.

- Implemented innovative strategies to boost sales by €363K yearly.
- Created, trained, and developed sales team of 10 high-calibre professionals for new business.
- Collaborated with research and analysis teams to drive product enhancements, leading to 30% improvement in products.

**Kastrati Investment Group, Tirana, AL**

**2018 – 2019**

Project Director (First Phase) – Aviation Airport Infrastructure, ROOT Concession Contract

Directed lifecycle of concessionary government PPI (Private-Public Investment) project in partnership with Kastrati Investment Group. Analysed potential for 24-hour year-round commercial activity at KUKES Airport. Outlined financial plan to introduce supplementary services for low-cost carriers, creating P&L account for first five years of operations and determining CAPEX for additional activities. Optimised land and airside operations via appropriate corrective actions, ensuring optimal preparedness for passenger and vehicle traffic management during peak hours.

- Modernised Albania's aviation infrastructure while propelling growth of tourism industry.
- Co-developed QA/QC plan to implement and track procedures during welding operation.

**Odisea Travel & Singapore Airlines GSA, Tirana, AL**

**2013 – 2018**

Project Manager & Independent Commercial Advisor

Oversaw diverse operations, including food and accommodation services, promotional activities, and client management. Conducted market surveys to analyse competitor activities, determine passenger distribution, evaluate ongoing developments, and delineate market characteristics. Monitored traffic distribution for Far East. Identified VIP clientele to ensure provision of world-class services.

- Grew company's revenue by delivering secure offline connections with SQ.
- Increased customer satisfaction by offering special commercial arrangement for passengers travelling to and from Far East.

**Civil Aviation Authority, Tirana, AL**

**2007 – 2013**

Director of Aviation Safety, Quality Assurance, SMS Implementation, and Institutional Audit Control

Consolidated national and European procedures/requirements across AL-CAA while prioritising strict quality compliance. Orchestrated audits using ISO 9001 database, delivering timely completion via appropriate corrective measures. Prepared and updated change order logs. Collaborated with managers and teams to validate professional/technical processes based on ISO and GMP requirements. Liaised with foreign experts to inspect organisation-wide risk management process, ensuring effective SMS implementation. Systematised crew licensing and airworthiness of aircrafts per commercial aviation field protocols. Trained QA staff on QC standards and practices. Informed customers about company policies and procedures.

- Aligned design history files with QSR and ISO 13485 requirements, optimising overall management process.
- Built and administered QA systems, controls, and procedures to enable adherence to agency guidelines and governmental regulations.
- Improved departmental and vendor compliance with OSHA, local, county, and state government regulations.

## **Additional Experience**

**Program Administrator (Interim),** University of New York, Tirana, AL

**Chief Commercial Officer,** Albanian Airlines MAK-LV, Tirana, AL

**Senior Manager Grade A – Landside Operations,** Tirana International Airport, Tirana, AL

**Head of Operations Department: Policy & Procedures for AOC Applications,** Ministry of Transport and Telecommunication, Tirana, AL

**Sales and Station Manager,** Olympic Airways S.A., Tirana, AL

**Sales & Station Manager,** Adria Airways, JP, Tirana, AL

**Duty Station Manager,** Albtransport – Mother Teresa Tirana International Airport, Tirana, AL

## Education

**Master of Science (M.Sc.) in Economics & Foreign Trade Relations (Grade A, EQF Level 7, Distinction)**

University of Tirana, Tirana, AL

*Submitted Thesis on “Trade Economy and the Reservation of Good” to Marketing Board and achieved 10 marks.*

## Training Diplomas

**Contemporary Airport Operations and IT Advances** – Global Travel Investments LTD, UK

**A-CDM: The Real Experiences of Airports** – Global Travel Investments LTD, UK

**International Aviation Law & Policy** – Aviation Training Institute, JAA TO Training Organisation, NL

**Universal Safety Oversight Audit Programme** – ICAO European and North Atlantic Office, FR

**Training Diploma in Airline Accountable Management** – EU-OPS, NL

**Aircraft Accident Investigation Administration & Management** - Aviation Academy of Singapore, SG

## Certifications

**Certificate in Safety Management System (Commercial Aviation)** – ICAO Regional Office, FR

**Certificate in Airline Operations** – Olympic Airways Training Centre, GR

**Certificate in Basic Operation Handling (Full Training Course, OPS: SO-K-33)** – Lufthansa Training Service and Marketing, DE

## Conferences & Seminars

63<sup>rd</sup> International Meeting of Group of Experts on Abatement of Nuisances Caused by Air Transport – European Civil Aviation Conference

## Airline & Airport Systems

Advanced Airline's CRS-s (Amadeus, Galileo, Gabriel)

AH – DCS (Airlines Handling – Departure Control System) – EDS – ATRAXIS

## Affiliations & Social Memberships

**Member** – EASA Management Board (Observer Status)

**Member** – EU (DG Enlargement Section) and Albanian Task Force Group, EU Integration Process

**National Coordinator** – EASA and ICAO Universal Safety Oversight Audit Program

**Chairman** – Safety Committee, Tirana International Airport

**Government Representative for Aviation Matters** – EU Association/Stabilization Committee

**Vice Chairman** – BAR 9 Board of Airline Representatives in Albania

## Languages

**English** – Fluent | **Italian** – Basic | **Albanian** – Native

\*\*\*\*\*References Available Upon Request\*\*\*\*\*