



XHOVANA PRENGA

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SKILLS

- Communication
- Problem solving
- Detail-oriented
- Flexibility & Focus on goals
- Self-starter
- People-oriented & Analytical
- Resilience & Dedication
- Curiosity & Creativity

SOFTWARE

- MS Office – Expert
- MAXQDA – Expert
- PowerBI – Intermediate
- Python – Intermediate
- HTML & CSS – Intermediate
- SQL – Intermediate
- Tableau – Intermediate

LANGUAGES

- Albanian – Native
- English – Fluent
- German – Fluent
- Italian – Fluent
- Spanish – Intermediate

INTERESTS

- Writing Poems
- Gardening
- Drawing
- Reading
- Hiking/Swimming/Basketball

WORK EXPERIENCE

• Doctoral Student (11/2025-10/2029)

FAU Erlangen–Nürnberg, Center for Human Rights, International Doctorate Programme: Business & Human Rights, Germany

FAU Erlangen–Nürnberg, Chair for Information Systems, Germany

• Student Assistant (04/2023 – 09/2025)

FAU Erlangen–Nürnberg, Chair for Information Systems, Germany

- Analyzing, reviewing, and summarizing scientific literature on information systems topics, e.g., responsible and ethical AI, recommender systems
- Researching, preparing, and reviewing course materials
- Statistically analyzing data and preparing presentations to summarize findings
- Maintaining & updating the online course platform sites

• Relationship Banker (08/2021 – 09/2022)

Citizens Bank N.A. – Boston, MA, USA

- Assisted clients in finding adequate financial solutions, e.g., business and personal loans, investment solutions
- Collaborated with partners in Wealth, Mortgage and Business Banking
- Achieved and surpassed sales goals, becoming number one seller in the Boston region for two quarters in a row (out of 50 bankers in the Boston region)

• Chanel Counter Manager (09/2019 – 08/2021)

Macy's, Inc. – Braintree, MA, USA

- Mentored, developed team members, enhancing their skills and performance
- Built and maintained a large, loyal clientele with high retention rates
- Consistently exceeded sales targets, achieving and surpassing established goals
- Managed the scheduling and execution of vendor events and promotions

• Sales Floor Associate (08/2017 – 06/2018)

Target – Salem, New Hampshire & Braintree, Massachusetts, USA

• Au Pair (02/2016 – 02/2017)

Germany

AWARDS & ACHIEVEMENTS

ERG NIM–FAU–PhD Initiative
Research Grant (05/2025–01/2026)
Social Media Algorithmic Sensemaking
Amount: 3000 Euro

European Conference on Information
Systems (ECIS)2025 Amman, Jordan
Prenga, X., Horneber, D., Brechtelsbauer, B.,
“Now My Algorithm Is Perfect: How do
Instagram Users make Sense if its
Algorithm? – Developing Folk Theories
of Social Media Algorithms.”

Leonard J Kirsch Prize Outstanding
Economics Graduate (05/2022)
Economics Department
UMASS Boston – Boston, MA, USA

Certificate of Achievement
Citizens Bank (12/2021 and 05/2022)
1st Place Banker, Boston, MA, USA

Certificate for high accountability &
systematic work (2012)
Ismail Qemali High School
Tirana, Albania

EDUCATION

- Master of Science in International Information Systems (05/2025)
Friedrich–Alexander–University Erlangen–Nürnberg – Germany
 - Focus on business and operations strategy, BPMN & data analytics
 - Product management in IT development
 - Video game development
- Bachelor of Arts in Economics (10/2021)
University of Massachusetts – Boston, MA, USA
 - Graduated with honors: Summa Cum Laude
 - Focused on statistical modeling
- Bachelor’s Degree in Business Administration (10/2016)
University of Tirana – Tirana, Albania
 - Focus on management and accounting
- PROJECTS, INTERNSHIPS & VOLUNTEER WORK
- Video Game Level Designer (04/2024 – 09/2024)
STABILO & FAU Erlangen–Nuremberg – Nuremberg, Germany
 - Ideated the story and character for a new video game
 - Designed game levels to be played with the STABILO Edu Pen
 - Conducted iterative level testing & design
 - <https://gamification.rw.fau.de/lehre/studierendenprojekte/heartware/>
- Intern in the Tax Assessing Department (02/2021 – 05/2021)
City of Boston, Assessing Department – Boston, MA, USA
 - Created statistical models for taxation using SQL, Microsoft Access, and Stata
 - Researched and summarized real estate indicators essential to assessors
- Intern in the Finance Department (05/2015 – 06/2015)
Directory of State Police – Tirana, Albania
 - Assisting in reconciling balance sheet accounts & recording journal entries
 - Assisting with forecasting and budgeting
- Youth Exchange “Enlarge Opportunities” Program in Prague (2015)
New Vision & supported by the Ministry of Education, Youth and Sports of Czech Republic and The House of Children and Youth of the capital Prague, Czech Republic
- Volunteer at the Institute for the Blind Children (10/2014 – 12/2014)
Ramazan Kabashi & New Vision non–profit Organization– Tirana, Albania