



GORAN GAJINOV

Dedicated and customer-focused professional with extensive experience in technical support, customer service, and sales. Proven track record of handling challenging situations with calmness and empathy. Seeking to leverage strong organizational skills, positive demeanor, and business ownership experience to excel in a dynamic work environment.

PERSONAL

Name
Goran Gajinov

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Milenka Grcica 29
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INTERESTS

- Reading
- Marketing
- Health

LANGUAGES

English ★★★★★
Serbian ★★★★★



WORK EXPERIENCE

- Aug 2013 - Mar 2022 **Technical Customer Support Agent**
NCR Corporation, Belgrade
 - Utilized in-depth technical knowledge to troubleshoot and resolve customer issues promptly and efficiently.
 - Maintained a high level of professionalism, even in high-pressure situations, resulting in customer satisfaction.
 - Collaborated with cross-functional teams to improve product knowledge and enhance customer support processes.
- Apr 2020 - Jun 2022 **Personal Assistant**
Pet Exporters, Novi Sad
 - Provided high-level administrative support to the CEO, including customer support and sales assistance.
 - Managed scheduling, travel arrangements, and facilitated seamless communication between clients and the company.
 - Played a key role in ensuring smooth operations, contributing to the company's success.
- Sep 2022 - Aug 2023 **Customer Support/Retention/Sales Specialist**
Calworth Glentford, Cheyenne, Wyoming
 - Demonstrated exceptional communication skills to effectively assist customers, resolve inquiries, and drive sales.
 - Implemented innovative retention strategies resulting in a [percentage] increase in customer loyalty.
 - Collaborated with cross-functional teams to optimize customer experiences and exceed performance targets.
- Feb 2019 - Mar 2020 **CEO and Founder**
Café Business Owner | [Vertigo] | [2019]-[2020] and [Paris] | [2021]-[2022], Novi Sad
 - Successfully launched and managed two profitable cafes, demonstrating entrepreneurial skills and business acumen.
 - Developed and executed marketing strategies, resulting in a steady customer base and increased revenue.
 - Oversaw day-to-day operations, including staffing, inventory management, and customer service.

<https://www.instagram.com/cafe-paris.ns/>



EDUCATION AND QUALIFICATIONS

- Sep 2016 - Jun 2021 **Bachelor in IT Management**
Fakultet za Menadzment F@M, Novi Sad



SKILLS

| | |
|--------------------|-----------|
| Customer Service | ★ ★ ★ ★ ★ |
| Sales | ★ ★ ★ ★ ★ |
| Technical Support | ★ ★ ★ ★ ★ |
| Business Ownership | ★ ★ ★ ★ ★ |
| Problem Solving | ★ ★ ★ ★ ★ |
| Communication | ★ ★ ★ ★ ★ |
| Time Management | ★ ★ ★ ★ ★ |
| Self-Improvement | ★ ★ ★ ★ ★ |



PUBLICATIONS

Self-Improvement Mastery book