




JITKA JANOVSKA

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 Srbec, 270 65 20C

PROFESSIONAL SUMMARY

Dedicated professional with a history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level [\[Job Title\]](#) position. Ready to help team achieve company goals.

SKILLS

Eshop creation in HTML, CSS and JavaScript

Creating an Application

Budget Adherence

Employee Scheduling

Task Delegation

Budgeting and Finance

Customer Service

Invoicing

Customer Engagement

Customer service excellence

Adaptability and flexibility

Attention to detail

Logistics

Financial Administration

Teamwork and Collaboration

Organizational skills

EDUCATION

Technical School
Karlovy Vary, Czechia

High School Diploma

- Web Application Programmer in JavaScript

WORK HISTORY

Zeus Protection, S.r.o. - Eshop Manager

Srbec, Czechia • 08/2020 - Current

- Increased customer satisfaction by implementing effective sales strategies and providing exceptional customer service.
- Managed inventory levels for optimal product availability, resulting in fewer stockouts and increased sales.
- Streamlined store operations by delegating tasks efficiently to team members and monitoring progress regularly.
- Developed promotional campaigns to increase store foot traffic, ultimately boosting overall revenue.
- Established strong vendor relationships for timely delivery of products and seamless order processing, ensuring customer satisfaction.
- Resolved customer complaints professionally and promptly, maintaining a positive brand image and enhancing customer loyalty.
- Monitored sales performance closely, adjusting pricing strategies as needed to remain competitive in the market while maximizing profitability.
- Managed inventory control, cash control, and store opening and closing procedures.
- Delivered excellent customer service by addressing and resolving customer inquiries and complaints.
- Managed purchasing, sales, marketing and customer account operations efficiently.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.

Teleperformance - Customer Service Representative

Athens, Greece • 10/2019 - 07/2020

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Streamlined call center processes for improved efficiency and reduced wait times.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.

Aseco Container Services - Sea Freight Clerk

Prague, Czechia • 04/2008 - 04/2018

- Enhanced shipment efficiency by meticulously verifying freight bills and maintaining accurate records.
- Streamlined freight scheduling processes for improved customer satisfaction and timely deliveries.
- Expedited cargo release by proficiently coordinating with carriers, warehouse personnel, and customers.
- Reduced shipping errors through diligent monitoring of cargo movement and timely communication with relevant parties.
- Improved collaboration between departments by effectively communicating freight updates and changes to all relevant staff members.
- Minimized delays in freight handling through proactive troubleshooting of potential issues and swift resolution of existing concerns.
- Optimized transportation routes for cost-efficiency, ensuring on-time delivery while minimizing expenses.
- Provided exceptional customer service by addressing inquiries promptly and accurately, fostering positive relationships with clients.
- Maintained organized records of shipments, tracking each step from pickup to delivery for efficient follow-up when necessary.
- Maximized revenue opportunities by identifying additional services that could be offered to clients based on their specific needs.
- Facilitated smooth transportation planning through effective coordination with drivers, dispatchers, and other team members involved in the process.
- Assisted customers in resolving any discrepancies or issues related to their shipments, demonstrating strong problem-solving skills and a customer-focused approach.
- Implemented best practices in freight handling processes, ensuring the safety of both personnel and shipped goods at all times.
- Actively participated in ongoing training opportunities to stay current with industry trends and maintain high levels of expertise within the freight clerk role.
- Examined cargo and freight shipments to check goods' condition.
- Built working relationships with clients to foster loyalty and encourage repeat business.
- Checked import and export documentation to determine cargo contents and classified goods into different tariff or fee groups.