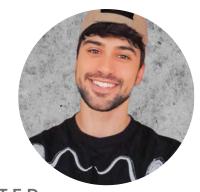
# DINO



CUSTOMER FOCUSED & MULTI-TARGET ORIENTED

# CONTACT

- 070-353-798
- dino.nakev@yahoo.com
- Bul. Jane Sandanski 36-1/17
- inkedin.com/in/dinonakev∏b740620a

# **SUMMARY**

Accomplished and customer-centric professional with extensive expertise in logistics, freight forwarding, and customer relationship management. Demonstrates exceptional proficiency in managing complex projects with meticulous attention to detail and strong problemsolving skills. Distinguished for strategic adaptability and delivering reliable, high-quality solutions, with proficiency in SAP, Oracle, and other industry tools. Fluent in English and conversant in Spanish, backed by a solid academic foundation in business logistics and tourism.

# **EDUCATION**

# BACHELOR IN BUSINESS LOGISTICS & TOURISM

Goce Delchev University 09/2015-07/2019

# DEGREE IN SECONDARY EDUCATION

SUGS Jusip Broz Tito 09/2011-06/2015

# LANGUAGES

- MACEDONIAN (NATIVE)
- ENGLISH
- SPANISH

# WORKING EXPERIENCE

## ESCALATION MANAGER OF DELIVERY

Platform X | 2023-present communications

- Expert at maintaining relations with corporate clients
- Responsible for key accounts worth
- Managed multi-platform regional and national projects
- Call making / receiving
- Scheduling weekly team meetings
- Ensuring new employees undergo scheduled training
- Monthly individual performance reports
- Handling high level of escalations

#### LOGISTICS ASSOCIATE

Taskforcebpo 2021 - 2023

- Managing shipments and maintaining customer relations
- Electronic warehouse management
- Making daily shipping reports using various software platforms.
- Call receiving
- · E-mail monitoring

# **EXPERTISE**

#### **PROFESSIONAL**

- Wide knowledge of SAP software programs (additional: Oracle, E-80, Service cloud, Salesforce, EAD Tracker, Helix, NSOM).
- Collaboration with different suppliers, working on different portals such as:
  Openreach, TalkTalkBusiness,
  CityFibre, Virgin Media, Vodafone,
  Colt, GTT International, ITS
  technology.
- Excellent communicator
- Management skills
- Critical thinking
- Computer skills
- Problem solving
- Experienced in working within SLA

# **PERSONALITY**

- Outgoing
- Fast learner
- Bookworm
- Fitness enthusiast
- Active listener
- · Ability to adapt
- Attention to detail
- Enjoys puzzles
- Creative
- Personality type INFJ A

# **INTERNSHIP EXPERIENCE**

#### ACCOUNT ASSISTANT

Beki2006 | Skopje | 2020-2021

- Financial report
- Data entry
- Call making / receiving
- Budgeting
- Perform Audit

#### DISPATCH

LIV Enterprises INC. 06/2019-09/2019

- Booking shipping loads
- Data entry
- Collaboration with Brokers
- E-mail monitoring
- Call making / receiving

## SHIPPING CLERK

Brewery AD | Skopje | 06/2018 -09/2018

- Warehouse management
- Data entry
- Collaboration with drivers
- Report making
- Call making / receiving

# CUSTOMS CLERK

Customs | 02/2017 -04/2017 Administration of Republic of Macedonia

- Warehouse management
- Data entry
- Collaboration with drivers
- Report making
- Call making / receiving

# REFERENCES

## KRISTINA TEODOSIEVA

Executive manager, Platform X communications I Skopje 1000

Phone: 071-395-865

E-mail:

Kristina.Teodosieva@Virtual1.com

## DJOANA LAZAROVA

Project manager, PlatformX communications I Skopje 1000

Phone: 071-274-537

E-mail:

Djoana.lazarova@talktalkplc.com

#### **ALI ISMAIL**

Team lead, Taskforce BPO I Skopje 1000

Phone: 072-536-082

E-mail: ali.ismail.mk@gmail.com

#### **BANKER ASSISTANT**

Stopanska Banka AD I Skopje

06/2017 - 09/2017

- Data entry
- Financial report
- Call making / receiving
- Providing account statements
- Handling account withdrawals
- Maintaining Confidentiality

## TOUR OPERATOR

Apex 4 Travel

06/2016 - 11/2016

- Data entry
- Tour report
- Call making / receiving
- Booking tours for clients
- Constructing tour offers