

# CURRICULUM VITAE

## KLEMENTINA SPIROVSKA

### SALES AGENT

#### PROFILE

Proven track record of cultivating positive relationships with clients, closing successful deals.

A strong leader with excellent communication skills and a commitment to teamwork.

Bringing forth an in-depth understanding of facility management aimed at improving safe work processes and functions.

Excellent reputation for resolving problems and improving customer satisfaction. Proven abilities in developing analytical tools such as pivot tables to support sales activities.

Collaborative and hardworking team player with good understanding forecasting, data entry and business processes.

#### PERSONAL INFO

Date of birth 09.08.1991

Driving license – yes

#### CONTACT

Phone +38970381810

Email klementina.work@gmail.com

## EXPERIENCE

### SETEC, BITOLA

AUG 2019-PRESENT

#### Sales agent

- Identified and maximized sales opportunities and increased customer retention rates.
- Led sales department with a can-do attitude and high quarterly sales.
- Trained new sales professionals and provided coaching as needed to maintain company sales success.
- Brought forth a customer-centric attitude.
- Remained flexible, attractable, and focused on growth.
- Followed instructions from supervisors and aimed to increase workflow.
- Remained knowledgeable about industry trends.
- Focused on being punctual, hardworking, and reliable.
- Creating and processing loans, administration fees

### BLUE BELLS DOOEL, BITOLA

JUN 2018-AUG 2019

#### Administration

- Served as a friendly and helpful first point of contact in the Administration Office.
- Brought forth an in-depth understanding of processes and technologies used in the company.
- Served as the primary contact for client service teams for several different projects.
- Ensured proper delivery times for all events and coordinated travel for deliveries.
- Created measurable benefits for the company and provided employees with long lasting tools for growth.
- Prepared the store for season changes

### KLUB SPORT 77 DOO, BITOLA

JUL 2017-MAY 2018

#### Operator

- Worked to ensure a positive and hassle-free customer experience.

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**KLEMENTINA SPIROVSKA**

SALES AGENT

- Settled any customer disputes in a professional and pleasant manner.
- Worked to ensure a neat and attractive sales environment and assisted in the setup of visual displays.
- Helped to decrease customer return rates by always providing excellent customer service.
- Maintained up to date knowledge of all promotions

**EDUCATION****FON,SKOPJE, CRIMINAL LAW**

2010-2015

Graduated in criminal law (240 ECTS)

**TAKI DASKALO, BITOLA, HIGH SCHOOL**

2005-2009

Gymnasium

**SKILLS**

Sales and marketing, policies and procedures, change management, customer relationship management, cost reduction and budgeting, market analysis.

**PERSONAL SKILLS**

Flexible and adaptable, confidential, willing to learn more, outgoing personality, conflict resolution. Working in multicultural environment in position where teamwork is essential, communicative, ability to solve problems, interacting with people at different levels, supporting others.

**TECHNICAL SKILLS**

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**KLEMENTINA SPIROVSKA**

SALES AGENT

Microsoft office-advanced

## **LANGUAGES**

**Macedonian** – native

**English** – advanced