

Marija Dzodzadinova



PROFILE

A motivated, adaptable and responsible person who is able to handle multiple tasks on a daily basis. I am always energetic and eager to learn new skills. I have experience working as part of a team and individually. I am a hardworking person with a positive attitude who believes in constructive feedback. Always calm and cheerful when things go wrong.

CONTACT



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Vasko Karangelevski 64/1/14

EDUCATION

2002 -

PEDAGOSKI FAKULTET - Bitola

Macedonian and English Language

1998 - 2002

DSU TAKI DASKALO - Bitola

WORK EXPERIENCE

2010 - Current **A1 MAKEDONIA (Indirect Sales Handy Telecom)**
Role - SHOP MANAGER

Training of new employees and motivating the team to achieve goals and targets.

Resolving customer complaints, help and support. Guide customers through the problem - solving process navigate through web application or use products and services.

Sell telecommunications products and services to both individuals and companies.

Sell VoIP for corporate technology and communication systems.

Bill payments and invoicing

Closing and underwriting contracts, individual and business

Customer Service/problem solving

Customer retention and negotiations

Customer complaint handling

Personal training and development

Staff training and development

Product training, new promotions and technology updates

Training and awareness of competitor offerings

Upskilled and trained on 4 different technology programs,

Sugar, Universum, Burton, Partner web

Fast Credits

2006- 2010

SECURITY AGENCY KARPATIJA

Monitoring Center and Call Service

SKILLS

Attention to Details



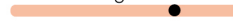
Creativity



Work under Pressure



Multitasking



LANGUAGES

English



Serbian



Croatian



German

