



VIKTORIJA MLADENOVA

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Date and place of birth: 21 July 1997, Kumanovo, North Macedonia

PORTFOLIO: <https://portfoliomlad.wixsite.com/portfolio>

WORK EXPERIENCE

Customer Support - Chat & Email Operator

Minkov Global | Sept 2021 - present
Skopje, North Macedonia

- Successfully handling 50+ live chats and answering emails
- Provide accurate and comprehensive information
- Lead customers through the process to a positive outcome

SEO Content Writer

Megantic Macedonia | Jan 2021 - Jul 2021
Address: Leninova, Strumica, North Macedonia

- Created SEO-friendly content for websites
- Incorporated given keywords accurately
- Ensured content complies with the client's brand and the nature of the website

Work and Travel- Germany (Munich)

Wackler Service Group GmbH & Co. KG
Jul 2019 - Aug 2019

Cashier/ Pastry Assistant

La Crème | May 2018 - Jul 2018
Address: T.C. Leptokarija, Skopje, North Macedonia

Assistant Cook

NS Pizza Restaurant | June 2017 - Aug 2017
Address: Marino, Ilinden, Skopje, North Macedonia

PROJECT PARTICIPATION

2022 | Brainster Academy Project: Jadi Domashno

2022 | Brainster Academy Project: Donate Computer

2019 | ETP (English for Teaching Purposes) in the classroom observation team

2019 | Skopje | ELTAM Regional English Language Competition

EDUCATION

Brainster - Academy of UX/UI Design

April 2022 - February 2023

B.A. in English Language and Literature

2016 -2020| Department of English Language and Literature

Faculty of Philology "Blazhe Koneski" -Skopje

"Ss. Cyril and Methodius" University

2012-2016 | "Mitko Pendzukliski" High School - Kratovo

2004-2012| "Kocho Racin" Elementary School - Kratovo

SKILLS

• Languages

Macedonian (mother tongue)
English (proficient)
Spanish / French (intermediate)

• Tools

Figma
Adobe Photoshop
Adobe Illustrator
Google
MS Office

• Soft Skills

Active Listening
Teamwork
Time Management
Customer Service
Attention to Detail
Creativity
Problem-solving

ACHIEVEMENTS

2021 | Content Marketing Certificate
HubSpot Academy

2016 | Cambridge English First Certificate (FCE)

2013 | Spanish Language Certificate B1