



## Mirjana Spasenovska

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### WORK EXPERIENCE

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#### Software Implementation Consultant

**Verint Systems** [ 26/10/2020 – Current ]

**City:** Skopje

**Country:** North Macedonia

- Setup the internal knowledge transfer meetings with sales-implementation team – take notes and distribute to internal team.
- Record the meetings and arrange for recording to be posted in appropriate location.
- Use our project management application and Salesforce.com and make sure activity history is up to date with all customer facing email communication/log meetings and phone calls.
- Update the Teamwork project plans for every task as it's completed per process.
- Escalate any projects that didn't make progress each week to Project Manager.
- Send the weekly project status reports to customer distribution list.

#### Technical Support Specialist

**BtoBet** [ 05/06/2020 – 15/10/2020 ]

**City:** Skopje

**Country:** North Macedonia

- Handled customer technical support cases through chat and email.
- Created support tickets in Jira, assigned them to developers, and closed completed tickets.
- Provided very basic quality assurance testing.

#### Part-time Office Administrator

**Magnum Consulting** [ 07/10/2019 – 17/01/2020 ]

**City:** Skopje

**Country:** North Macedonia

- Handled office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
- Provided scheduling support for management on the fly.
- Made travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
- Screened phone calls and routed callers to the appropriate party.
- Greeted and assisted visitors.
- Maintained polite and professional communication via phone, e-mail and mail.

## Technical Support Level 1

**Bransys** [ 19/04/2019 – 18/05/2020 ]

City: Skopje

Country: North Macedonia

- Provided technical support to customers via email and phone.
- Reset passwords and set up new accounts.
- Created tickets and escalated cases in the ticketing system.
- Updated customer logs in CRM system.
- Provided basic application troubleshooting for clients.

## Technical Client Support

**Amsys (amsys.co.uk)** [ 11/09/2017 – 14/02/2019 ]

City: Skopje

Country: North Macedonia

- Advised customers regarding basic technical issues for Apple devices.
- Provided client support via email, chat and phone.
- Created logs and updated CRM, with information for repairs.
- Sent payment links to customers, provided information regarding the repairs.
- Booked appointments for repairs.
- Arranged collection/delivery of devices with couriers.

## Data Processing

**Support and Solutions Center (Katoen Natie)** [ 15/02/2016 – 07/09/2017 ]

City: Skopje

Country: North Macedonia

- Updated system entries for logistics such as decanting, shifting of pallets, and other operations.
- Created and booked inbound and outbound files.
- Revision of team documentation.
- Data and order processing.
- Updated information in the ERP system and attaching files.

## Presales and Marketing Intern

**Axeltra** [ 01/2015 – 04/2015 ]

City: Skopje

Country: North Macedonia

- Worked on e-mail marketing using Adword campaigns and Mailchimp.
- Data research via various sources (LinkedIn, company websites).
- Documented data via Google spreadsheets.
- Market/competitor research to identify opportunities.
- Helped with maintaining social media accounts.

## Web Content Administrator

**Show Car (showcar.com.au)** [ 09/2013 – 02/2014 ]

City: Skopje

Country: North Macedonia

- Updated and maintained the website content on a daily basis.
- Managed and edited all web content and projects related to the website.

## **Data Entry Clerk**

*The Pepper Pot (thepepperpot.com.au)* [ 09/2013 – 02/2014 ]

City: Skopje

Country: North Macedonia

- Inputted customer and account data from source documents within time limits.
- Verified accuracy and sorted information to prepare source data for computer entry.
- Reviewed data for deficiencies or errors, corrected any incompatibilities and checked output.

## **EDUCATION AND TRAINING**

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### **Graduated Manager of Information Technology**

*Faculty of Administration and Information Systems Management* [ 2007 – 2013 ]

### **Master Studies for Strategical Management**

*Business Academy Smilevski* [ 2013 – 2016 ]

## **LANGUAGE SKILLS**

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Mother tongue(s):

**Macedonian**

Other language(s):

### **English**

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

### **Greek**

**LISTENING B2 READING B2 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

### **German**

**LISTENING A2 READING A2 WRITING A2**

**SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2**