

Aleksandar Kartalov

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~~~~~ PERSONAL STATEMENT ~~~~~

I am an interesting, creative and accomplished worker. At the moment I work as a QA because I like to test stuff. Due to my overall experience in different job industries I have learned how to manage myself and to deliver the best results with fulfilling all needs and work obligations that are ahead of me. With friendly approach and strong communication skills, I easily establish relationships with people and build trust which I think is the basis for successful work and business.

~~~~~ EMPLOYMENT HISTORY ~~~~~

2020 (August - Now)

Organization: ADBARCADERO DOOEL, Skopje (Macedonia)

Position: Quality Assurance Tester and Product Controller

Work responsibilities:

- Monitoring
- Testing the end product and reporting bugs and mistakes
- Controlling the quality of the product
- Corresponding with developers about the product
- Data Annotation

2020 (June- August)

Organization: Croatia Insurance – Life AD, Skopje (Macedonia)

Position: Financial Life Insurance Advisor

Work responsibilities:

- Contacting and advising clients (contact center)
- Direct sale of Life Insurance,
- Fulfilling month targets ,
- Work and input data in CRM ,
- Microsoft Office,

2019 - 2020 (August - June)

Organization: Deixis DOOEL, Skopje (Macedonia)

Position: Administrative assistant

Work responsibilities:

- Answer and direct phone calls,
- Organize and schedule appointments,
- Plan meetings and take detailed minutes,
- Write and distribute email, correspondence memos, letters, faxes and forms etc.
- Preparing invoices, events, employee profiles.
- Contacting potential clients and public relations, negotiations.

2018-2019 (July-August)

Organization: Karaci Tours Balkan (W-touristic) - Tour Operator in the Balkans, Skopje (Macedonia)

Position: Senior Operations Specialist

Work responsibilities:

- Ensure the smooth and efficient daily operations of the company,
- Overseeing employees in their daily duties,
- Constant relations and feedback with the customers and the suppliers
- Optimizing and manage processes and procedures to achieve max. efficiency at daily base ,
- Contact clients, hotels, transport, guides, making arrangements.

2018 (February-March)

Organization: Alef Business Solutions, Skopje (Macedonia)

Position: Sales Representative and customer care

Work responsibilities:

- Contact all the leads which are daily received
- Support to the head quarter marketing activities including translations
- Phone sales to German customers
- Understanding how German market work

2017 (August-November)

Organization: Freelance

Position: Customer support

Work responsibilities:

- Face to face interviews with the most loyal customers
- Grouping the results in order to make better product
- Helping users in need, in order to clarify the functionality and solve their issue
- Positive attitude with each customer no matter what they ask for
- Great rating summarized from the results that the end users gave after each call
- Flexible for responses
- Fast question responder

2017 (July-November)

Organization: Souvenir Shop "Michael Feffer", Rügen (Germany)

Position: Sales Agent

Work responsibilities: Direct sale of products and services, presentation of products, negotiation, procurement, processing, preparation, storage, and sanitation care.

2016 (October- December)

Organization: Freelance

Work position: Quality assurance

Work responsibilities: Test the UI, as well as the API calls that were consumed from the application itself. I've done some regression testing on the same application and I've written some test cases on paper as well. Throughout this process I've updated the existing specification with more details.

2016 (May-October)

Organization: Strandhaus 1, Rügen (Germany)

Work position: Waiter and Barman

Work responsibilities: Timely and quality performance of tasks, receiving orders, serving guests in accordance with European standards and norms, preparing beverages in accordance with European standards and norms, responsibility for quality of service, responsibility for hygiene in restaurant and bar, participation in creating a list of dishes and drinks.

2016 (January-May) (Practical work)

Organization: Faculty of Tourism and Business Logistics at UGD, Skopje

Work position: Student intern, demonstrator, assistant

Work responsibilities: Responsible student for practice, allocation of students to practical classes of objects, organization of groups, preparation of lists, creating an opinion and assessment of students, assistant / demonstrator on the subject Sommelier.

2014 and 2015 (May-August) (Practical work)

Organization: Cliff Hotel, Rügen (Germany)

Work position: Waiter, an intern at a restaurant

Work responsibilities: Timely and quality performance of tasks, receiving orders, serving guests in accordance with European standards and norms, preparing drinks in accordance with European standards and norms.

2013 (May-August) (Practical work)

Organization: Hotel Bahia Del Sol, Mallorca (Spain)

Working position: Receptionist, piccolo

Work responsibilities: Kitchen assistance, laundry assistance, restaurant assistance, hygiene at the hotel's entry, lobby, and reception. Guest reception, accommodation in rooms, parking service, technical support in the rooms, responsible for hygiene in pool and terrace service, appointment of guests, transfer of guests from one hotel to another, management of all Macedonian internships.

2012 (June-July) (Practical work)

Organization: Porr Construction, Romania

Working position: Technical support

Work responsibilities: Construction of a railway line, installation of a LAN network, connection of computers to the Internet, assistance and surveillance during field work.

~~~~~ EDUCATION ~~~~~

2012-2016

Faculty for Tourism and Business Logistics, University "Goce Delchev"- Shtip
Graduated manager in hospitality and dietetics

2010-2012

Faculty of Electrical Engineering and Information Technologies " Ss Cyril and Methodius"
University, Skopje

2006-2010

SUGS Gymnasium "Orce Nikolov", Skopje
Mathematical direction

~~~~~ COURSES ~~~~~

2020, April

Course JAVA programing language - Test Automation University | Applitools

2020, February

Certification for German Language - "Goethe Zertificat A2 "– Goethe Institut Skopje

2017, December

8th training education "Skills for success" - Motiva Doo Skopje, business education, Educational center
of Brewery Skopje

2016, November

Volunteering during 1th International Conference and Workshop for Tourism and Hospitality Students,
Skopje

2016, October

Attendance in 2th International meeting of Students of Tourism and Hospitality 2016 Student
Union VUŠ, Šibenik (Croatia)

2016, May

Attendance in 9th International Congress of Faculties of
Tourism and Hospitality 2016 TURIZIMIJADA, Budva (Montenegro)

2015, May

Attendance in 8th International Congress of Faculties of Tourism and Hospitality 2015 TURIZMIJADA,
Tivat (Montenegro)

2015

Attendance in Training Program Career Days 2015 Career Days 2015, Skopje

2014, November

Attendance in Training Program for Entrepreneurship in Tourism: Market-Driven Innovation and New
Business Ideas in the Tourism Sector American University, Blagoevgrad (Bulgaria)

~~~~~ KEY SKILLS ~~~~~

- Customer care and relations, have a way with clients and satisfying their needs
- Critical thinking. Eye for an irregularity.
- Think outside the box and from a customer's perspective.
- Friendly, courteous, exemplary relationship.
- Ability to maintain a good business relationship, respond to changes in circumstances (cancellations, delays, etc.) Always ready to help, flexibility.
- Ability to adapt and overcome every situation. Quick learner.
- Responsibility, commitment and serious approach to life and work responsibilities
- Exceptional communication skills developed through regular meetings, delivering speeches, dealing with clients and visiting trainings.
- Creativity
- Organization and Management skills (Time management skills)

~~~~~ TECHNICAL SKILLS ~~~~~

- Microsoft Office
- CRM
- Basic knowledge of C+, Turbo Pascal , JAVA
- Windows 10 and lower versions
- Sejour reservation system

Language	Reading	Writing	Speaking
English	C1	C1	C1
German	B2	B2	B2
Serbo - Croatian	B2	B2	B2

~~~~~ PERSONAL INTERESTS ~~~~~

I like to travel and explore the world, to visit new cities and to learn about as many cultures as possible.

I have extensive IT knowledge and I easily find my way around all types of jobs. Among other things when I have time I relax with hiking, bowling, football, basketball and reading books.