

Curriculum vitae	
	Name: <b>Simona Stojanovska</b>
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## **WORKING EXPERIENCE**

- Health Care Department at Taskforce BPO

Position: Customer Care Representative/ Patient Care Representative

14.12.2020 to 15.05.2021

- Cabin Crew Flying Department in Qatar Airways

Position: Cabin attendant / Customer service

21.04.2013 to 13.12.2019

## **EDUCATION**

- Technical Faculty Bitola, Macedonia-graduated in computer science

Theme of graduation: "Concept of application of Metro Ethernet  
in University Campus 'St.Kliment Ohridski-Bitola'"

02.12.2011

- SOTU "Gorgi Naumov"-Bitola (Technical High School)-Mechanical  
Aviation Technician

Theme of prom: Flying Plane

Passed state graduation

26.05.2008

- OU"Elpida Karamandi"-Bitola (Primary school)

19.06.2004

- School Center for music education

Direction-Piano

23.06.2003

## **CERTIFICATES**

- University of Michigan, USA

Programming for Everybody (Getting Started with Python)

an online non-credit course authorized by University of Michigan and  
offered through Coursera.

29.10.2020

- WSET Awards, a division of the wine and spirit education trust limered. WSET LEVEL 1 AWARDS IN WINE presented for examination by Qatar Airways.

07.12.2015

- Aviation school "Mirko Todorovski" Bitola  
Theoretical training in aviation gliding

10.06.2005

#### **ATTENDED AND COMPLETED TRAININGS**

- Cabin Services Department by Qatar Airways  
Completed Customer First Workshop.

21.04.2018

- Cabin Services Department by Qatar Airways  
Completed Elite Airbus380 training Program.

04.06.2017

- Customer Experience Department by Qatar Airways  
Completed Premium Service Excellence Program.

31.08.2015

- Cabin Crew Department by Qatar Airways  
Completed Safety Evacuation Procedures and Service Excellence Program.

19.06.2013

- Army of Republic of North Macedonia

Completed training-infantry

Voluntary Soldier

2009

- Aviation School " Mirko Todorovski" Bitola

Completed Theoretical training in aviation glider

2005

## **SKILLS**

- Customer service
- Team work
- Communication and interpersonal skills
- Professionalism and responsibility
- Initiative and leadership
- Time management
- Attention to details
- Organization
- Independence and dependability
- Adaptability and flexibility
- Friendliness and positivist
- Problem solving skills
- Discretion
- Empathy

- Caring and understanding
- Cultural awareness
- Numerical competence
- Physical fitness
- Well groomed (presenting self, brand, business)
- Self control and discipline
- Stress tolerance, working under pressure

### **INTERESTS**

- Photography and videography
- Design and manufacture of clothing and decorative items
- Designing interiors
- Art manicure /pedicure /hairstyle /make up

### **LANGUAGES**

- Macedonian language (native language)
- English language(speech, reading and writing high-level)

### **HOBBY**

- Playing the Piano
- Reading Books
- Traveling
- Design and manufacture of fashion accessories

### **PERSONAL ATTRIBUTES**

- Communicability
- Persistence
- Perseverance
- Commitment
- Ability to work individually and team work