

# Veronika Mickovska

T: +38977668416

M: [veronicadukoska@gmail.com](mailto:veronicadukoska@gmail.com)

DOB: 22/09/1991, Skopje, Macedonia

Add: Hristo Tatarchev 42, Skopje

\*\*\*

I'm pleasant and energetic person, which requires a job that suits on my professional skills, impressions and aspirations. My mind is focused on solving complex problems, and the ability that I own for management and inspiring the environment where I work can be a significant contribution to Your company.

\*\*\*

**EDUCATION:** Ss. Cyril and Methodius, Skopje Faculty of economics - Bachelor degree (Sep 2010 – Jun 2014)

Completed the software testing academy in Brainster Academy Skopje February 2021 – November 2021

## **EMPLOYMENT HISTORY:**

- Winners Group (August 2023 – now)

Position: financial manager

*Obligations and activities:*

- Direct communication with clients;
- Manage, analyzing and operate with the future portfolio for clients;
- Marketing and promotion of the products of the company;
- Preparing offers for clients;
- Customer care and managing settlement complaints from customers.

- Halk Bank AD Skopje (July 2020 – July 2023)

position: banking officer

*Obligations and activities:*

- Direct communication with clients;
- Receipt, counting and control of cash received;
- Payments, payments from transaction and bank accounts;
- Making a record of possible counterfeit cash;
- Checking the correctness and completeness of CB documentation and filing;
- Participation in the census commission, preparation of reports and control thereof;

- Preparation of ATMs and preparation of settlement reports;
- Treasury control, preparation of daily Treasury status reports.

- Stopanska Banka AD Skopje (April 2019 – July 2020)

position: payment operations officer

*Obligations and activities:*

- Direct communication with clients;
- Receipt, counting and control of cash received;
- Payments, payments from transaction and bank accounts;
- Offer of credit and deposit products of the bank as well as other financial services that are in the domain of banking business;
- Making a record of possible counterfeit cash;
- Checking the correctness and completeness of CB documentation and filing;
- Participation in the census commission, preparation of reports and control thereof;
- Preparation of ATMs and preparation of settlement reports;
- Treasury control, preparation of daily Treasury status reports;
- Making financial calculators for credit and deposit claims, O5 system application logging, case processing and client final response reporting;
- Cooperation with other sectors in certain situations.

- Stiring Trade (January 2019 - March 2019)

Position: Administrator in Accounting

*Obligations and activities:*

- Customer contact;
- Making invoices, consignments;
- Customer support;
- Preparation of financial statements;
- Preparing daily and monthly reports;
- Preparation of cargo shipping products;
- File archiving.

- Forton MKA - alliance of Cushman Wakefield (May 2018 - January 2019)

Position: office space consultant

*Obligations and activities:*

- Making offers within a given deadline;
- Preparation of monthly reports;
- Overview of documents and their quality;
- Making contracts; Customer contact;
- Visiting the client's chosen premises;

- Finding new business premises;
- Organizing meetings;
- Presentation of the offered premises;
- Negotiating conditions;
- Contracting;
- Consulting services;
- Making studies;
- Finding the best solutions for both parties (tenant and landlord); Setting the working atmosphere to the standards.

- Carnival Cruise Line (May 2017 - October 2017)

Position: Junior Hostess

*Obligations and activities:*

- Greeting and welcoming guests;
- Taking care of the guests and their needs (Hospitality);
- Organizing birthday and wedding parties;
- Attending social events;
- Assisting guest on their arrival, showing directions;
- Spread food promotion news between guests;
- Answering questions and helping guests;
- Training for rescue and protection guest in variety of dangerous situations.

- Winner Vienna Insurance Group (October 2014 - April 2017)

Position: Cashier and administrator

*Obligations and activities:*

- Provide efficient, friendly and informative service follow by progressive experience of cashiering in customer service arena;
- Operate cash register in the checkout counter, handles customer's payments;
- Paying out winnings speedily and correctly with precision and efficiency;
- A good knowledge of the products and services offered by the bookmaker;
- Being alert to any potential fraud or other illegal activity, and taking action to prevent it;
- Kept work area clean by following appropriate cleaning standards;
- Communicating; Preparing documents;
- Planning and organizing;
- Managing information or general administration support.

- position: Administrator in department for damages

*Obligations and activities:*

- Communication Preparing Documents Planning and organizing Managing information or general administration support;
- Monitoring and reporting Evaluating and decision-making;
- Repairing things in the system;

- Quality control of each case position.
- o position: Administrator for reporting damages

*Obligations and activities:*

- Communicating with clients;
- Preparing documents;
- On-line giving claims information;
- Prompt claims applying and proper reserve analysis;
- Claim reports;
- Systematic evaluation of open cases to ensure quality control.

## **COMPUTER SKILLS:**

Word, Excel, Internet, EViews, Power Point, SQL, Visual Studio, Postman, DBeaver, Selenium, Postman, JMeter and other systemically application

## **PROJECT, COURSES AND CERTIFICATIONS**

Project – Hackathon Software testing Academy “Periodic table of elements” [Front End Academy]

Project – Hackathon Software testing Academy “Brainster labs” [Front End Academy]

Certificate - "Customer Safety and Security"

Certificate - "Inspection supervision and possible measures due to incorrect application of the Labor Law by the employer"

Make-Up Artist Course - Certificate

Project - Solar Energy Utilization Strategy

## **TRAINING AND PRACTICE:**

Sales leadership, management and supervision (at Horton MKA by Lecturer Mihail Kitanovski D2EM Consulting) - September 15, 2018

Sales techniques and negotiation skills (in Horton MKA by Lecturer Mihail Kitanovski D2EM Consulting) - August 18, 2018;

Winner Vienna Insurance Group (in the Sales, Human Resources and Claims Sector) - November 2014 - March 2015;

Non-Governmental Organization - GREEN (Communication with People on Solar Energy Use as a Source of Energy, Questionnaires, Analysis and Decision Making) - June - September 2013;

International Furniture Fair - March 2012, 2013 and 2014 (seven days, all three years);

AD Toplifikacija - (practice in the accounting department) - June 2012;

## **LANGUAGES:**

English, Macedonian, Serbian-Croatian

**SOCIAL SKILLS:**

Team player with excellent communication and interpersonal skills. Capable to work in heterogeneous groups, but also flexible and adaptable, innovative, creative and determine. Able to accept the horizons of others and because of that I'm capable to balance the differences and cooperate.

**ORGANIZATION SKILLS:**

My personality is characterized by determination and perseverance. Able to obtain personal initiative and find new approaches and creative solutions of any matters. I am able to inspire positive thoughts and behaviors to the other personalities. I know how to contribute for creation of constructive energy and enthusiasm at work in group. Capable of effectively overcome the communication barriers and contribute for constructive resolution on conflict situations.

**DRIVING LICENSE:** B category

---

Thank You for taking time to consider my short biography!