



KATERINA FIDANOSKA

Profile

Dedicated and experienced customer support specialist with a passion for continuous learning and embracing new challenges. Known for my exceptional teamwork and problem-solving skills, I thrive in dynamic environments where collaboration is key.

Work Experience

2022
–
present

FINMAK DOO, Skopje

Experienced Customer Support Specialist

- Answering customer telephone calls on daily basis;
- Identifying and troubleshooting customer issues or concerns, working to resolve them efficiently and effectively;
- Evaluating and approving loan applications skills;
- Processing and realization of loan applications;
- Evaluating the needs of the customers, researching and making proposals for the introduction of new products and services;
- Advising customers by providing transparent and accurate information about products and services;
- Collaborating with cross-functional teams such as sales, marketing to address customer needs and improve the overall customer experience;
- Record - keeping and updating user data;
- Social Media: Communication with clients on Facebook (Chatfuel), Instagram and Viber, replying emails on a daily basis;
- Mentoring junior team members, offering support, and expertise to facilitate their professional growth and development;
- Organizing and conducting employee trainings.


2022

Publicis Groupe, Skopje

Receptionist

- Greeting visitors;
- Forward incoming phone calls and directing visitors to the right person or department;
- Scheduling appointments and arranging couriers;
- Sorting and distributing post;
- Helping with organization of employee training.
- Handling multiple tasks simultaneously, such as managing phone calls, scheduling appointments, and assisting with administrative tasks.

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Education

Bachelor of Pedagogy

Faculty of Philosophy,
SS. Cyril and Methodius University,
Skopje (UKIM)

Skills

- Communication skills
- Adaptability
- Teamwork
- Creativity
- Analytical Skills
- Time Management/Organizational Skills
- Microsoft Office
- Language skills: English (Advanced), Serbian (Advanced), Italian (Basic)

Rewards

Dec 2023 | Finmak Doo Skopje
The Best Employee of the Year

part - time

McCann, Skopje

Sales Promoter

- Promoting new products and special offers to the customer;
- Direct communication with customers about the features of the product.
- Helping and improving the organization of events for clients.

2019

Samsung / Telekom, Skopje

Sales Promoter

- Product presentation (smartphones, smart watches);
- Direct communication with customers about the features of the product.

part - time

SMD, Skopje

Sales Promoter

- Promoting new products to the customers;
- Evaluating the customer needs and keeping records of their comments about the products and offers.

part - time

MPG, Skopje

Sales Promoter

- Promoting new products to the customers;
- Evaluating the customer needs and keeping records of their comments about the products and offers.