

DINO NAKEV



CUSTOMER FOCUSED & MULTI-TARGET ORIENTED

CONTACT

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SUMMARY

Accomplished and customer-centric professional with extensive expertise in logistics, freight forwarding, and customer relationship management. Demonstrates exceptional proficiency in managing complex projects with meticulous attention to detail and strong problem-solving skills. Distinguished for strategic adaptability and delivering reliable, high-quality solutions, with proficiency in SAP, Oracle, and other industry tools. Fluent in English and conversant in Spanish, backed by a solid academic foundation in business logistics and tourism.

EDUCATION

- BACHELOR IN BUSINESS LOGISTICS & TOURISM**
Goce Delchev University
09/2015-07/2019
- DEGREE IN SECONDARY EDUCATION**
SUGS Jusip Broz Tito
09/2011-06/2015

LANGUAGES

- MACEDONIAN (NATIVE)**
- ENGLISH**
- SPANISH**

WORKING EXPERIENCE

- ESCALATION MANAGER OF DELIVERY**
Platform X | 2023-present communications
 - Expert at maintaining relations with corporate clients
 - Responsible for key accounts worth
 - Managed multi-platform regional and national projects
 - Call making / receiving
 - Scheduling weekly team meetings
 - Ensuring new employees undergo scheduled training
 - Monthly individual performance reports
 - Handling high level of escalations
- LOGISTICS ASSOCIATE**
Taskforcebpo | 2021 - 2023
 - Managing shipments and maintaining customer relations
 - Electronic warehouse management
 - Making daily shipping reports using various software platforms.
 - Call receiving
 - E-mail monitoring

EXPERTISE

PROFESSIONAL

- Wide knowledge of SAP software programs (additional: Oracle, E-80, Service cloud, Salesforce, EAD Tracker, Helix, NSOM).
- Collaboration with different suppliers, working on different portals such as: Openreach, TalkTalkBusiness, CityFibre, Virgin Media, Vodafone, Colt, GTT International, ITS technology.
- Excellent communicator
- Management skills
- Critical thinking
- Computer skills
- Problem solving
- Experienced in working within SLA

PERSONALITY

- Outgoing
- Fast learner
- Bookworm
- Fitness enthusiast
- Active listener
- Ability to adapt
- Attention to detail
- Enjoys puzzles
- Creative
- Personality type INFJ - A

INTERNSHIP EXPERIENCE

● ACCOUNT ASSISTANT

Beki2006 | Skopje | 2020-2021

- Financial report
- Data entry
- Call making / receiving
- Budgeting
- Perform Audit

● DISPATCH

LIV Enterprises INC. | 06/2019-09/2019

- Booking shipping loads
- Data entry
- Collaboration with Brokers
- E-mail monitoring
- Call making / receiving

● SHIPPING CLERK

Brewery AD | Skopje | 06/2018 -09/2018

- Warehouse management
- Data entry
- Collaboration with drivers
- Report making
- Call making / receiving

● CUSTOMS CLERK

Customs Administration of Republic of Macedonia | 02/2017 -04/2017

- Warehouse management
- Data entry
- Collaboration with drivers
- Report making
- Call making / receiving

REFERENCES

KRISTINA TEODOSIEVA

Executive manager, Platform
X communications I Skopje
1000

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DJOANA LAZAROVA

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ALI ISMAIL

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Skopje 1000

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BANKER ASSISTANT

Stopanska Banka | 06/2017 - 09/2017
AD I Skopje

- Data entry
- Financial report
- Call making / receiving
- Providing account statements
- Handling account withdrawals
- Maintaining Confidentiality

TOUR OPERATOR

Apex 4 Travel | 06/2016 - 11/2016

- Data entry
- Tour report
- Call making / receiving
- Booking tours for clients
- Constructing tour offers