

# DANIELA NECHOVSKA

Peco Bozinosvki 166, 7000, Bitola | (P) +389(0)70 355 567 | karovska@hotmail.com

## Professional summary

### **Skills**

---

- Enthusiastic, confident, self-motivated
- Well adept in building relationships, consensus and a shared sense of purpose
- Passionate about tolerance and acceptance towards others
- Not afraid of changes and working under pressure
- Capable to implement decisions
- Able to motivate other with great organizational skills
- Communicative, social, open-minded
- Fast learner, responsible and loyal

### **Experience**

---

#### **Chief Operating Officer**

01/2021 to Current

#### **Resort Mavrovo – Hotel Bistra, Hotel Sport, Hotel Lodge, Ski Center, Sport Center** - Mavrovo/ Mavrovi Anovi, Macedonia

- Designing and implementing policies to promote company culture.
- Supervising the company's daily business operations and interpreting data and metrics.
- Analyzing internal operations and lead employees to encourage maximum performance and dedication.
- Help Human resources in building out core teams while ensuring effective recruiting, on-boarding, professional development and retention.
- Build and maintain trusting relationships with key customers, clients, partners, and stakeholders.

**Reception Office Manager**

12/2016 to 01/2021

**Hotel Epinal – Spa & Casino – Bitola, Macedonia**

- Ensuring the front desk provides a professional and friendly service.
- Working on reservation systems and online distribution;
- Responsible for quality service and guest satisfaction;
- Dealing with customers, including handling complaints.
- Monitoring payrolls, customer billing, and expense accounts;
- Organizing and facilitating events in the hotel;
- Web and social network administration;
- Liaising with other departments;
- Train, supervise and support office staff, including receptionists, security guards and call center agents;
- Ensure proper mail distribution;
- Preparation, finding and contacting the key persons in each institution/company of the interest of the hotel;
- Prepare sales-related documents throughout the sales process (e.g., proposals, contracts, or banquet event orders);
- Perform general office duties to support Sales & Marketing;
- Ensure company's policies and security requirements are met.

**Marketing Manager**

12/2014 to 12/2016

**Hotel INEX GORICA – Ohrid, Macedonia**

- Preparing and implementing marketing plan;
- Developing new ideas for improving business services of the company;
- Promote awareness of brand image internally and externally;
- Gather materials and assemble information packages (e.g., brochures, promotional materials);
- Use sales techniques that maximize revenue;
- Creating and maintain online campaigns through Social media (Facebook, Instagram, LinkedIn, mail);

**Tour leader (EXPLORE - London UK)/ Tourist Guide (Macedonia) 2012 to 2016**

- sub-contracted from various tourist agencies from Macedonia as guide throughout the country for groups of tourists 10 to 80;
- sub-contacted from TA Kompas – Skopje, under EXPLORE UK, as a tour leader through Macedonia, Bulgaria, Albania, Greece for groups of tourists 10 to 20.

## **Receptionist**

01/2014 to 10/2014

### **Hotel Shator** – Bitola, Mecedonia

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately;
- Responsible for check in/ check out of guests;
- Answering, screening and forwarding incoming phone calls;
- Receiving and sorting daily mail;
- Ensure reception area is tidy and presentable, with all necessary stationery and material;
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing;
- Billing the guests for their accommodation.

## **Hostess/ Busser and waiter**

summer season - 2011 & 2012

### **Blue Domes Hotel** – Kos Island, Dodecanese, Greece

- Present menus to hotel guests and answer questions about menu items, making recommendations upon request;
- Enter orders into computers for transmittal to kitchen staff;
- Serve food and/or beverages; prepare and serve special dishes at tables as required;
- Collect payments from customer;
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.

## **Education**

---

### **2006 - 2010, Economic Tehnician**

SOEU „Jane Sandnski“ - High School, Bitola, Macedonia

### **2010 – 2013, Bachelor Degree**

University of tourism and management, Faculty of international marketing management-Skopje, SK

### **2014 – present**

University „St. Clement Ohridski “ Bitola, Faculty for tourism and hospitality - Ohrid – Master studies

## **Trainings & Certificates**

---

- Certificate of successfully practice - Mitsis Hotels, Dodekanos, Greece, September 2011;
- Certificate for successfully performing practical work at Hotel Molika, 2010;
- 3 Rectoral certificates SUMMA CUM LAUDE, 2011, 2012, 2013;
- Gratitude for support and participation in the organization of the Annual Conference 25th AEHT, October 2012;
- Certificate of completion for being tourist guide and passed professional exams, Skopje 2012;
- Tourist guide license, card no. 396 – Skopje, 2012.
- Tour leader license - London, UK, 2014.
- Training for communication, presentation and public speaking.
- Guest satisfaction, business ethics and culture service quality.
- Hotel industry foundations & introduction to analytic.
- Hospitality instructor – Distribution & Sales Management, Swiss Hospitality of Lucerne, October 2016.
- Hospitality instructor - Rooms Divisions, Swiss Hospitality of Lucerne, December 2017.
- Communication skills & Team Work, conducted by authorized Management Education Center MOTIVA, May 2018.
- Certificate of attendance - General Data Protection Regulation Workshop, January 2019.
- Continuous Improvement and Employee Engagement & Time Management, conducted by authorized Management Education Center MOTIVA, April 2019.
- Crisis management of people and human resources; Foundation CEED Macedonia, November 2020.