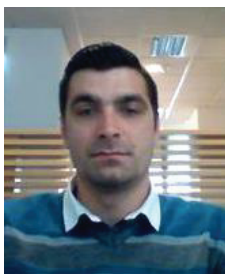


PERSONAL INFORMATION

Zharko Apostolski



📍 Pandil Shishkov 22/14 - 1000 Skopje, North Macedonia

📞 +389 78 273 586

✉ apostolski@gmail.com

🌐 <https://www.linkedin.com/in/zarko-apostolski/>

💬 Skype: zarko.apostolski

Sex: Male | Date of birth: 04/01/1985 | Nationality: Macedonian

WORK EXPERIENCE

2019 - Present

Founder, CEO, Web Developer & Social Media Manager
VISIVA - Digital Marketing Agency - str. "16-ta Makedonska Brigada" 13B

www.visiva.io

The key to good marketing is understanding your customers. And we understand that you need digital marketing. Welcome to VISIVA, a digital marketing agency that is here to guide you in the marketing world and elevate your digital marketing to the next level.

Whether you need a full set of digital marketing services, or you are interested in a specific service, we are here to provide it for you.

These are the services that we provide:

- Website Design & Development
- Graphic Design & Branding
- Search Engine Optimization (SEO)
- Social Media Management
- Paid Search Management
- Google Display Advertising
- Paid Social Advertising
- Email Marketing
- Website Maintenance
- Website & App Hosting

2019 - 2020

Intermediate IT Operations & Support Engineer**Seavus** - 11 Oktomvri 33A - 1000 Skopje, North Macedoniawww.seavus.com

- Monitoring system operations and troubleshoot problems
- Analyzing root causes of operational malfunctions and provide resolutions
- Resolving operational problems within the defined schedules and service level agreements
- Driving incident resolution and process improvements to minimize impact to the production environment and business partners
- To develop support plan to prioritize and resolve issues
- To address customer issues promptly and accurately
- To work closely with business partners, vendors and technical groups to provide support and escalations for technical incidents.
- To develop preventive measures and document issue resolution procedures

2018 - 2019

Senior Application Support Analyst (Massive Interactive) - <https://massive.com>**InPlayer Hub** - Nikola Kljusev 11, 1000 Skopje, North Macedonia

- Providing second line support to end users
- Investigate, analyse and resolve incidents as a part of BAU
- Manage incidents to resolution, ensuring timely engagement (within SLA defined), escalation and effective communication to business, technology and vendor partners
- Monitoring the Application Monitoring Tools and Support Mailboxes and taking – required actions
- Proactively identify common root causes of issues and address to improve overall stability
- Willing to work out-of-hours and be part of a 24x7 Rota
- Identify and implement opportunities for automation

Massive's platform and solutions are trusted by leading telcos, broadcasters and content owners to present targeted OTT user experiences to their audiences. The Massive AXIS platform ensures that relevant content, promotions, offers and advertising are presented to each customer at a targeted time, and on the best device. We are proud of our distinctive culture, which has grown organically during the past twenty-one years. This is why we are the employer of choice for the industry's most expert technologists, designers and thought leaders, whom all share the same enthusiasm for delivering world-leading video entertainment experiences.

2016 - 2018 **Software Support Engineer (Hewlett & Packard Enterprise)**
Tek IT Malta (Tek Experts) - The Marina Business Center, Triq Labate Rigord, Malta

<https://www.tek-experts.com>

The Technical Support Engineer Level 1 is the first technical contact point for customers. Is responsible for resolving tickets which are assigned to him/her. Is expected to provide customer service and technical support based on quality metrics provided.

- Take, own and close the support tickets assigned
- Ensure good ticket documentation at all times
- Follow best practice ticket management processes, i.e. ensuring tickets owned are handled and updated timely and every effort is made to make service levels
- Fully document every ticket, including all resolution steps
- Present a positive, effective and flexible contribution to achieving team targets and objectives
- Comply with/complete desk specific or ad hoc tasks
- Send all reports asked by the leader when requested

Tek Experts provides the services of a uniquely passionate and expert workforce that takes intense pride in helping companies manage their business operations. In partnership with: IBM, Hewlett & Packard Enterprise, CA Technologies, SAP, Oracle and Microsoft.

2014 - 2016 **Web Development & Digital Marketing**
Media Master (Marketing Agency) - bul. Jane Sandanski 22 - 1000 Skopje, North Macedonia

- Web Development
- Graphic Design
- Digital Media Marketing
- Product Branding

Media Master is a Digital Media Agency focused on web design and development, digital marketing including SEO and SEM, branding, public relations, graphic design and much more.

2011 - 2014 **Web Development & Digital Media Executive**
Alfalab - Vladimir Polezhanovski nr. 11 - 1000 Skopje, North Macedonia

<https://www.alfalab.mk/>

- Web Development
- Graphic Design
- Digital Media Marketing
- Product Branding
- Social Content Creation
- Hardware and Software Support

Alfalab is an innovative sourcing & distribution company, involved in both exclusive representation and global supply of a wide range of quality pharmaceutical ingredients.

2009 - 2011 Web Development, Graphic Design & IT Support**Securitec** - Metodija Shatorov Sharlo 6-b - 1000 Skopje, North Macedonia

- Web Development
- Graphic Design
- Digital Media Marketing
- Product Branding
- Social Content Creation
- Hardware and Software Support

Securitec is a Macedonian company for video surveillance and limited access systems, time recording systems, fire alarms and equipment, burglar alarms and security systems, photovoltaic systems.

EDUCATION**2004 - 2006 FEEIT - Faculty of Electrical Engineering and Information Technologies - 3 years (6 semesters)****Professional Studies in Informatics**

This study program provides knowledge on application of information technology in areas such as: application of software practice to support different types of application solutions, realization of computer systems in terms of hardware and software, analysis, design and implementation of information systems, e- technology and its practical application. Engineers specializing in information technology can quickly become involved in the ICT industry, computerization of various types of activities, application development and maintenance, design of software and system packages to support production processes and more.

2000 - 2003 SUGS "BRAKJA MILADINOVCI" SKOPJE**General High School, studying all general subjects**

- Macedonian language and literature
- English Language
- French Language
- Latin
- History
- Sociology
- Psychology
- Logics
- Philosophy
- Mathematics
- Physics
- Chemistry
- Biology
- Geography
- Informatics
- Music
- Arts
- Sports

PERSONAL SKILLS

Mother tongue(s) Macedonian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1

Communication skills

- Excellent written and verbal communication skills
- Excellent presentation and negotiation skills
- Confident, articulate, and professional speaking abilities (and experience)

Organisational / managerial skills

- Able to lead others in high-demand situations
- Delegating tasks or responsibilities
- Demonstrated leadership
- Strongly committed to team-building and staff development
- Able to prioritize and operate proactively

Other Skills

- Adobe Creative Cloud
- Microsoft Office
- Microsoft Windows (XP, 7, 8, 8.1, 10, Server 2008, 2012)
- Linux (Ubuntu, CentOS, Debian, RedHat)
- CorelDraw
- Sony Vegas
- HPE LoadRunner
- HPE Performance Center
- HPE ALM
- UI/UX Design
- Bootstrap Framework
- PC Hardware
- Network Design and Management
- Wordpress
- Joomla
- OpenCart
- Drupal
- Facebook Power Builder
- Google Analytics and Console
- SEO & SEM
- Atlassian | Software Development and Collaboration Tools
- MongoDB
- MySQL
- NewRelic
- logz.io
- Active Directory
- LDAP
- Microsoft Exchange

Driving license

- B Category

Recommendation Letters



RECOMMENDATION LETTER

I am writing this letter to recommend Mr. Zharko Apostolski to join your company. I believe that he shall be the perfect candidate for this position.

I first met Mr. Apostolski while he was working at TEK IT Malta as Software Support Engineer for Hewlett Packard Enterprise (HPE) as a trainee under my charge. For 2 years working for our Company until he left, he had performed such remarkable job that he was promoted to level 1 advanced support engineer. Mr. Apostolski is quick at learning, very dynamic and hard-working.

He is also passionate at work. He is very willing to take over new challenges and responsibilities. On one case when our company was such in a busy period, we required a candidate for the position of Graphic Designer for company needs which he willingly volunteered to take over. His performance was quite remarkable and that impressed us all.

I'm totally confident that Mr. Zharko Apostolski shall definitely become a very valuable asset to your company like he was to ours. Please feel free to contact us if you'd like additional information.

Sincerely,



Tek IT Malta Ltd
The Marina Business Centre
Triq L-Abate Rigord
Lachezar Lozanov Ta' Xbiex' XBX 1129
(Company)
(ID Card no 642689977)



LETTER OF RECOMMENDATION

I am delighted to write this letter in recommendation of Zarko Apostolski, who is applying for job position in your company. Due to his strong work ethic and professionalism, I feel confident in recommending him to your company.

I have known Mr. Apostolski for two years. He worked as a Digital Media Executive in my company Media Master, where I was his direct supervisor for period of two years between 2013/2015. I assigned cases and duties to Mr. Apostolski and monitored his progress in my company. He was very efficient and completed tasks on time with professionalism. He was active in asking questions and seeking solutions to problems, and if he encountered problems or made an error, he had the courage to admit the mistake, take responsibility, and immediately seek to rectify the situation. Throughout his time in this position, Mr. Apostolski consistently strove for excellence.

Based on my firsthand observation of his performance over two years, I believe that Mr. Zarko Apostolski is fully capable of joining your team and performing excellently. He has a cheerful and positive personality that makes him a joy to work with. At the same time, he displays leadership ability and an innovative mindset, and he exceeded expectations in his role at the Media Master company; I expect that he will do the same in your company. I therefore enthusiastically recommend him to your company without reservation.

Sincerely,

Jordanco Kestevski
CEO & Founder
Media Master DOOEL





Recommendation Letter

It is my great pleasure to write this letter of recommendation for Mr. Zarko Apostolski. I have had the pleasure of viewing Mr. Apostolski's professional development over the past two years, and I can state with confidence that he is a motivated and responsible person with a high degree of integrity. As such, I expect that he will be a very positive addition to your institution.

As the General Manager of Alfalab Company, I feel that I know Mr. Apostolski quite well. He began working freelance as a Web Developer and Marketing Assistant in our company's Marketing & Development Department. In this role, he had a considerable amount of responsibilities, and he handled them effortlessly. He showed his skills to communicate with both customers and our team, and due to his dedication and attention to detail, our company saw an increase in sales during this period.

Mr. Apostolski takes the initiative to identify problems and devise solutions. His role requires strong communication skills, and he has shown that he not only has these skills, but that he also has the ability to inspire respect and cooperation in teammates. He has shown that he is a very intelligent person with a mind well-suited to the world of business, marketing and development.

I therefore highly recommend him to your company without reservation. I sincerely hope that you give his application favorable consideration. If you need any further information about Mr. Apostolski, please do not hesitate to contact me.

Sincerely,

Dragan Ivanov
General Manager
Alfalab Company



АлфаЛаб дооел увоз извоз, Иван Милутиновиќ бр.11 – Скопје, тел: 02/3218821, 02/3218811 факс. 02/3245418
Жиро сметка: 300000001352798 – Комерцијална Банка, Скопје; ЕДБ МК 4030000389790



Dear Sirs,

I am delighted to have the chance to recommend Mr. Zarko Apostolski for entry to your company. I was his General Manager during the time he worked at Securitec DOOEL for a period of 2 years between 2009/2011, and he reported directly to me when carrying out his tasks and projects.

Mr. Apostolski was in charge of Digital Media at Securitec, and he worked closely with me in planning and developing strategies to better promote our products in the company. He is very responsible and professional, and his ambition was evident in his ideas and performance. Mr. Apostolski demonstrated a great interest and dedication to the field of development and promotion, and I expect him to have a bright future in the field.

Although Mr. Apostolski has been a valuable member of the Securitec team, I am delighted to hear that he is applying to work in your institution. He will undoubtedly continue to progress and excel, and his natural drive and enthusiasm for the development field can be given full expression in your company. I recommend him to your company without reservation.

Sincerely,

Viktor Mitrevski
General Manager
SECURITEC DOOEL

