

Dear Hiring Manager,

Skopje, May 28th, 2022

I am sending this Cover Letter and my CV in an application for the position of **Technical Recruiter**, as I found it advertised at your web site (<https://www.cosmicdevelopment.com/careers/it-recruiter/>).

Please accept this Cover Letter and my CV for your consideration. A combination of factors including:

- A variety of different and diverse managerial, operative, administrative and tech titles held in the past, trained and experienced in a full-stack HR, including experience in working for recruitment agency;
- An innate sense of adapting to an independent or team oriented multicultural/multi-task-force international and multicultural environment and experience in operating in highly dynamic environment;
- Sharp on deadlines and comfortable working across multiple teams and units, strong written and verbal communication and experienced in project management;
- Multitasking team player, good listener, focused presenter; Completely able to build and upgrade trusted relationships, analytical and effective communicator with both internal and external stakeholders;
- Communicative, oriented towards full transparency and work ethics, focused problem-solver under pressure;
- Finetuned presentation and analytics skills;

lead me to believe that I would be your most suitable candidate for the position being advertised.

I am a self-motivated, efficient, hands-on, hardworking, diplomatic and honest professional with a comprehensive experience in managing complex and demanding tasks with provable achievements. Adaptable to all environments, patient, persistent, calm and focused.

Besides the general management knowledge and experience:

- Experienced in preparation of Plans and Programs, effective engagement of the resources, planning budgets and operating within the given budget boundaries with full control over financial issues.
- Experienced in preparation of financial plans and reporting upon fulfilment as per defined periods.
- Experienced in recruitment and staff training with an accent on ICT industry, well connected and in-deep introduced to the market and it's circumstances in Macedonia, the surrounding countries and the wider region.
- Communicative, oriented towards full transparency and work ethics, focused problem-solver under pressure.
- High level computer skills.

I would put an accent on my HR full-stack experience – Very well introduced to overall domestic and international Legislature environment; Capability perform a job duties within HR Department, or to lead ones, as well as to build ones from zero; Experience as HR Director, HR Business partner, HR generalist, Recruiter; Talent sourcing and acquisition, evaluation, job interviews, selection, orientation, onboarding/offboarding, training and development, Performance Management System building and/or fine-tuning, Personnel administration, Communication on social media, Experienced in working with remote communication platforms (Zoom, Webex, MS Teams, etc), Timekeeping, Salary-wide frame definition and preparation of proposals, HRIS operation and all other day-to-day HR activities; Organizational Development; Drafting, preparation and implementation of internal Rules, Procedures, Rule Books on internal organization and systematization, etc, in line with outlined strategies and valid legislature (details about the experience presented in my Curriculum Vitae).

On a personal note: Although one might hypothetically consider those qualifications and experience of mine as s.c. "overqualified", please do have on mind that, since I am submitting my application, I am genuinely interested in this position. I would emphasize that with my experience and background I can guarantee that I am committed to fulfillment of all given job tasks, duties and obligations with full devotion and success.

I look forward to a favorable reply from your side. Thank you for your time and concern for reviewing my application. I would be glad to be called-on for an interview in order to present myself in person.

Sincerely,

Boris Stavrov



Phone/Viber: +38970200059

BORIS STAVROV

- curriculum vitae -



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Summary:

- Experienced Manager with strong knowledge and experience in Human Resources management, full-cycle;
- Strong experience in recruitment and talent sourcing as an outsource consultant for HR Agency;
- Strong experience in developing and engaging technical and/or administrative teams;
- Strong experience in coaching, training and consulting;
- Academic experience as University guest-lecturer in Organizational Behavior & Development;
- An extensive complete-cycle business acumen.

Key strengths include:

- Full-stack HR management and administration of HR-related processes;
- Complete hands-on approach;
- High level of interpersonal skills. Fully trained (in big multinational Corporation) and experienced in implementation of all aspects of diverse and inclusive corporate culture;
- Strong knowledge and experience in the areas of HR, Business Development, Training and development;
- Strong presentation skills;
- Experienced in delivering results with functional execution within dedicated budget and by defined KPIs with full control over financial issues;
- Capable of sharp diagnosis of organizational and operational "bottlenecks", development and implementation of solutions, in order to deliver satisfactory outcomes for all stakeholders
- Tech-savvy and knowledge of domestic and international Labor legislature;
- Polite, honest, focused, confident, respectful, capable for multitasking.

Career History:

Continuous engagements over the past years:

- Outsource Consultant to the CEO of "vrabotuvanje.com.mk" for recruitment, talent sourcing and talent development needs.
- Certified ECDL trainer (European Computer Driving License – the main EU proposed IT certification for IT and non-IT personnel)
- Guest-lecturer in Organizational Behavior and Organizational Development at the University "American College Skopje" at the studies in English language.

Employer: ENTERBIT

Position: Business Development and OD and HR Advisor

Dates: Sept 2016 - present

ENTERBIT helps businesses to achieve unique goals. A pool of expert professionals will deliver tailor-made practical solutions, fast. ICT consultancy. Business Development. Organizational Development. Full-stack HR services.

- Main task - developing BD strategies, HR (sourcing talents and experts in various fields).

- Since ENETRBIT operates mostly on personal recommendations, organizing the process of engaging most appropriate expert in accordance to customer's needs.
- Keeping the relations with existing customers and assuring the positive feedback and eventually a recommendation to another potential client.

Key Achievements:

- Numerous successful projects with vast number of clients, leading and/or supporting the process of taking bold chances and making insightful decisions in today's rapidly evolving environment.
- Successful formation of teams of experts who strategize using smart tools and resources in order to understand the implications of every choice (Engagements based on strict NDAs).

Employer: TELELINK MK

Position: Senior Consultant and Special Advisor to CEO on OD and BD issues

Dates: Oct 2019 - May 2022

TELELINK MK is a member of the TELELINK Group (www.telelink.com). TELELINK carries out its activity in the field of construction and organization of construction, integration and management of communication and telecommunication networks, system integrations, intelligent facilities and managed services.

- Executive coaching to the CEO of the Company. Providing full support to the CEO and Chief officers, in order to improve efficiency, enhance operations, drive profitability and oversee and carry through necessary change management processes.
- Design of HR functions in the company and other core organizational and personnel programs, curriculums and concepts (talent acquisition, succession planning, performance management, onboarding, competencies, etc).
- Member of the team which deals with all processes for undertaking actions related to the EU funds, in relation with the company and state institutions (like municipalities, NGOs, etc).

Key Achievements:

- Fully developed and implemented HR strategy and solutions for specific organizational and business problems, aligning stakeholders to objectives and plans to implement those solutions.
- Lead full company diagnosis process.
- Developed and drove the implementation of completely new organizational structure, with detailed definition of positions, roles, duties, KPIs.
- Developed new internal Rules and Procedures and new Performance Management System.
- Created and performed trainings session.

Employer: ULTRA COMPUTING SOLUTIONS AND SERVICES - PRISHTINA Sh.P.K.

Position: CEO and Co-founder

Dates: Jan 2017 - Dec 2020

ULTRA-PRISHTINA is a member of the ULTRA d.o.o. Group, one of the first private IT companies in Macedonia (www.ultra.com.mk) established 1989 as a Company for research and development of techniques and technological sciences. Among other - the first Internet Service Provider in the Country and one of the ICT market leaders at the present.

- As Chief Executive, responsible for defining the Company's technological and commercial model and developing overall business strategy to maximize revenue, profit and growth.
- Lead a multi-disciplinary team which includes: COO, Marketing and sales Manager, 4 Sales operatives and a team of developers.
- Oversee all HR considerations across employment Law, recruitment, training, performance management, resource and budget planning.
- Lead the definition of product / service roadmap, develop pricing structure and create entry-to-market strategy for new products and services.

- Establish technology roadmap and online marketing strategy to support the development of existing and new products / services.

Key Achievements:

- Secured a number of partnerships within the Kosovo business community including Governmental bodies, Schools, Public Administration Authorities, Financial Organizations, Public and Private Higher education institutions.
- Fully designed the operational roadmap for development of complete e-commerce platform.
- Engaged by the Ministry of Economic Development and the Embassy of the Republic of Macedonia to promote business cooperation between two countries.
- Brought Ultra-Prishtina to a level where key local ICT business entities and International business institutions present in Kosovo expressed strong interest for acquisition of the company. Lead this process until the successful acquisition.

Employer: ELEKTROELEMENT - PRISHTINA / ELEKTROELEMENT - SKOPJE

Position: CEO of EE-PR / DIRECTOR OF EXPORT

Dates: Beginning of 2015 to end of 2016

ELEKTROELEMENT-PRISHTINA is a subsidiary of the wider ELEKTROMETAL/ELEKTROELEMENT GROUP (since 1948/1991), the oldest and biggest Company in Macedonia and one of the biggest in the Region for trading with electro technical materials, lighting, wiring devices, metal ware, spare parts, power tools, chemicals, white and brown goods, household appliances.

- As Director of Export responsible for managing and controlling the ELEKTROELEMENT business activities on a regional level in countries outside Macedonia - Serbia, Croatia, Bosnia and Herzegovina, Kosovo, Montenegro, Albania.
- Supported the HR team in the establishment of a modern HR department - designed and implemented new organization on a Group level (Elektroelement - Macedonia, Serbia, Croatia, Kosovo) and built and implemented new Performance Management System for sales and administrative personnel.
- Conducted trainings of Sales personnel and employees responsible for Customer Support and followed the execution, KPIs and metrics during the previously defined period.
- In a same time, operated as a CEO of the ELEKTROELEMENT-PRISHTINA, fully reorganizing the overall organization and work processes.

Key Achievements:

- Developed new business streams, negotiated and concluded agreements with VESTEL - Turkey, HYUNDAI - Korea and several medium to large size wholesale and retail chains at the Balkans.
- Fully led the process of establishment of the new subsidiary of Elektroelement in Croatia.
- Led the working group which worked on developing a new brand (LAAWA) for power tools and appliances registered in Holland.
- Reorganized the ELEKTROELEMENT-PRISHTINA subsidiary in Kosovo, selected, recruited and trained new team, opened new warehouses and state-of-the-art show-room. Increased the sales for 217%.

Employer: EURONETCOM - SKOPJE

Position: CEO

Dates: 2012 - 2015

EuroNetCom - IT software company mainly focused on development of complex software solutions for financial sector - banking, insurance and leasing; A daughter company of a wider GOFI group of companies headquartered in Switzerland.

- Responsible for defining and developing the Company's new business model and strategy to enhance the

growth and revenue.

- Led the team of 47 people (plus outsource freelancers), including: CFO, CMSO, team of developers, team of hardware engineers, administrative staff.
- Conducted the processes of defining new software products, pricing and marketing strategy.
- Lead the team of CS experts for support of core-banking SW, and 60 municipalities all over the country for local tax administration SW, monitoring execution, KPIs, metrics, with hands-on approach for intervention any time necessary with lowest possible delay.
- Continuously maintained close cooperation with existing customers and built a base of new clients - state institutions, municipalities all over the country, financial and insurance Institutions/Companies.

Key Achievements:

- Fully reorganized the Company, implemented new procedures, recruited and trained new personnel.
- Found new business leads, initiated contacts, presentations, performed negotiations, until conclusion of a final Agreements.
- Successfully lead the team of engineers of different profiles for development of a complex Core banking SW, it's implementation and deployment and merger of two different commercial banks into one.
- Designed and conducted the overall activities and processes for fulfillment of the shareholder's requirement - successful sale of the company to a bigger IT Group of companies.

Employer: MACEDONIAN TELECOM / T-MOBILE MACEDONIA

Position: MEMBER OF THE BOARD OF DIRECTORS

Dates: 2008 - 2012

Macedonian Telecom (Makedonski Telekom AD - Skopje) / T-Mobile Macedonia - Incumbent Telecom Operator, Member of the DEUTSCHE TELEKOM GROUP

- As a Board Member involved in all strategic corporate issues, decisions, strategies, road-maps.
- The Board of Directors of Makedonski Telekom AD - Skopje manages the Company within the authorizations defined by the law and the Statute, as well as the authorizations explicitly granted by the Shareholders' Assembly. The rights and obligations of the Board of Directors, in accordance with the Law on Trade Companies, are regulated by the Statute of the Company.

Key Achievements:

- Among all strategic corporate issues, board members distribute among themselves duties and responsibilities as per specific area(s), to follow, support and supervise the executive and operations managers - As a Board member responsible for HR, recruitment, training issues on a Makedonski Telekom group level (search, recruitment and selection of Chief Officers and other high managerial posts), and for development and implementation of new technologies and market expansion.
- Member of the team formed by the Board to start, develop, implement and deploy the FTTH and IP TV countrywide.

Employer: MACEDONIAN RADIO AND TELEVISION

Position: CEO AND MEMBER OF THE BOARD OF DIRECTORS

Dates: 2006 - 2008

Macedonian Radio and Television - the National Public Radio and TV Broadcaster.

- Reporting directly to the Parliament of the Country. As CEO responsible to oversee, plan and conduct all strategic and operational processes of the Public Radio and TV Service.
- Directly led the core high-level team of six Chief Officers and seven Editors in Chief.

- Responsible for continuous operation of the organization with two thousand employees.

Key Achievements:

- Fully designed and implemented new corporate organization, with systems and procedures for regulation and management of effectiveness and performance, in line with the organization of modern public broadcasting services in Europe.
- Fully designed and conducted the process of recruitment of new TV staff - reporters, TV and Radio presenters and editors.
- Re-built from zero a new IT department.
- Made a comprehensive plan for full restructuring and revitalization of the Public Broadcasting Service, defend it at the Parliament of the Country until it's been accepted and approved.
- Undertake activities for resolving the issues about the accumulated debt of over fourteen million Euro.
- Initiated new program streams and TV and Radio production.
- Re-established successful cooperation with EBU (European Broadcasting Union headquartered in Geneva).
- Negotiated and signed Agreements for close cooperation and support with BBC, DW, VOA, TRT and all public services in the surrounding countries.

Employer: MACEDONIAN TELECOM

Position: DIFFERENT SENIOR MANAGERIAL POSITIONS

Dates: 1998 - 2006

Macedonian Telecom (Makedonski Telekom AD - Skopje) / T-Mobile Macedonia - Incumbent Telecom Operator, Member of the DEUTSCHE TELEKOM GROUP

- Senior HR Manager; HRBP; Head of HR Generalists
- Director of the Culture Change Program and Organizational Development Projects
- Head of Backbone Network transformation team of engineers - transformation of the whole backbone from SDH to IP based.
- Head of the group for establishment of Business Units, new Customer Care sector and Call Center and training of the responsible staff.
- Director of the HR, Legal and Regulatory Area and Corporate Secretariat.
- Director of the Administration Department.
- Assistant to CEO for organizational and technological development.

Key Achievements:

- Worked on design, development and implementation of brand new Performance Management System; worked on Recruitment, Selection and Training procedures; Job Grading System; and other HR systems, rules and procedures in accordance to the Deutsche Telekom Group standards
- Fully conducted within a period of three years: Culture change; Vision building; Leadership skills trainings for the management and key employees). The process was fulfilled within a three years period, with constant coordination, support and reporting with/to DT headquarters in Germany.
- Designed and led the team who performed meetings, workshops, trainings (Inclusion and Diversity, Sales force training, Leadership skills training, Customer orientation trainings, etc.) for the top, middle and line management and key employees - 717 employees altogether. Creation and training of the teams for Customer Support, Call Centre and Help Desk support.
- Successfully finalized the transformation from SDH to IP based network and full digitalization of the backbone network.

Qualifications & Training:

- Master of Business Administration
- BSc in Physics
- High school diploma in physics

- Licensed ECDL Trainer
- UK BTEC Diploma in Computer Engineering
- Diploma in HR management
- Diploma in General Data Protection Regulation (GDPR)
- Training in PRINCE2
- Numerous specialized trainings within the Deutsche Telekom Group in Germany, Hungary, Switzerland, Croatia on, 1. HR - full cycle topics; 2. ICT technology topics; 3. Staff training / people development and inclusion & diversity topics.
- Training in Advanced Project Management and in Advanced Leadership Skills at CONCORDIA - Organizational and leadership development - Budapest, Hungary
- Training in Fraud protection and revenue assurance
- Holder of a Security License issued by the State Security Chamber

Other information:

- Prone to work with people. Calm, persistent, oriented towards results delivery with human and empathic approach.
- Strong experience in a variety of HR, business development, administrative and technical areas; Proven record in fulfillment of given tasks and duties.
- Strong experience in initiation and leading various business lines of work.
- Strong interpersonal skills and experience in: Team-working in multinational and multicultural environment; Working / decision making under pressure and sharp dead-lines; Operating in support-oriented and success-driven environment; Willingness to accept and fulfill hard challenging tasks & duties.
- Strong computer skills.
- High fluency in English language - read, written, spoken, Academic level.
- Excellent knowledge of Bulgarian, Croatian-Serbian, and other East European languages and basic Albanian
- Driver's license - A1, A, B, C1, C, F, G, M types.
- Involved in charity social activities on a regular basis.

Personal details:

- Address: Ul. Detelin Vojvoda 7A, Skopje 1000, Macedonia
- Phone/Viber: +38970200059
- E-mail: stavrov@t-home.mk

Recommendations / References:

Prof. Marjan I. Bojadjev, PhD., Rector at University American College Skopje; provost@uacs.edu.mk Phone/Viber: +38978357435.

"...I am well aware of Mr. Stavrov's achievements throughout his high strategic and managerial posts in the past. He has successfully implemented several complicated projects in Macedonia and in the countries in the region. I strongly support his future professional endeavors, and I have no doubt that his wide range of skills, knowledge, expertise, as well as his kind, calm and friendly personality would be a real asset to any organization/institution he would be engaged at".

Bisera Delova Eftimova, MBA, CEO of ENTERBIT; Private e-mail: biseradelova@gmail.com Phone/Viber: +38971334732.

"...Boris is first and foremost a polite and nice person with an astonishing focus and amazing sense of humor which I have witnessed being crucial in many occasions. We all as a team have learned a lot from him. And to be completely honest, I really don't know how he succeeds to fulfill all the "mission-impossible" tasks he's been given. He is an extraordinary communicator and person with whom is real pleasure and I would say – an honor, to work with."

Darko Velkov, CEO of VRABOTUVANJE.COM.MK; Phone/Viber: +38970266088.

"...I have the pleasure to cooperate with Boris for the past 12+ years. A real professional, with wide knowledge in many topics, a man with high emotional intelligence, high-level expert in technology which, I think, he follows on a daily or even hourly basis, and a real "wizard"

in working with people - calm, polite, understanding, yet firm and strong in dealing with any possible personalities and situations. Outstanding and very rare character..."

Steve Davis, former Head of the Public Safety and Community Outreach Department, OSCE Mission to Skopje; stevedavis1482@yahoo.co.uk Phone/Viber: +447971970294

"...Boris is one of the rare multitalented people I'm happy to know in Macedonia, I am very well aware of his achievements at all the posts and positions he was appointed to. He is also a very calm and nice person, with high emotional intelligence, easy going and people's person. In his private life he spends a lot of time in organizing and supporting charity actions and his kindness is a strong driving force in all his endeavors".

Nazim Bushi, former President Of The Board Of Directors of Makedonski Telekom, at the present serving as Deputy Minister of Internal Affairs; nazim.bushi@telekom.mk Phone/Viber: +38971401700.

"...I would clearly state Boris's deep knowledge of all aspects of business in general, both from technological and administrative point of view. He is a person who is capable of initiating and enforcing strategic decisions and projects, while in a same time can uphold a complete hands-on approach on many complicated programs and projects which he is capable of managing with unique preciseness and effectiveness. He is a very unique and extraordinary person in many ways and I surely state that he would be a real asset for any organization where he would be invited to engage his highly professional dedication".

Igor Leshtar, former Chairman at SEAVUS, at the present – Founder and owner of several international companies; igor@seavus.com Phone/Viber: +38970555555; +35699968477

"...I would point out his innovative and enthusiastic way of thinking and facing with challenges. Full of ideas, energetic, always standing firmly in the present, with a deep vision of the future. I am fully aware of his rich professional portfolio and achievements so far, I would always gladly work with him on any fresh, innovative and brave idea or project, and I sincerely recommend him to any organization which strives for extraordinary persons".