



Kristina Gjorgieva

Date of birth: 27/09/1994 |

Nationality: Macedonian/citizen of the Republic of North Macedonia | Gender: Female |

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● WORK EXPERIENCE

30/11/2019 – 30/06/2020 – Miami, United States

CUSTOMER EXPERIENCE MANAGER – Deluxe (Online Shop Store) Remote

- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
- Strategizing and monitoring daily activities of customer service operation.
- Assisting customer service staff with duties where required.
- Training staff in areas of customer service and company policies.
- Managing cashier coverage and customer flow to ensure proficient customer service.
- Monitoring and authenticating returns, exchanges and voids.
- Investigating and solving customer service complaints.
- Assisting with development and implementation of service policies, and explaining these to staff and customers.
- Maintaining documentation pertaining to customer service department activities.
- Performing additional duties where needed.

Miami, United States

01/05/2019 – 01/09/2019 – Montauk, United States

CUSTOMER SERVICE REPRESENTATIVE – Sole East Resort

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

01/05/2018 – 01/10/2018 – Montauk, United States

CUSTOMER SERVICE REPRESENTATIVE – Gurneys Resort and sea water spa

- Responding to customer queries in a timely and accurate way, via phone, email or chat
- Identifying customer needs and helping customers use specific features.
- Update our internal databases with information about rooms, listening and resolving complaints of the guests.
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Follow up with customers to ensure their issues are resolved
- Assist in training Customer Support Representatives
- Gather customer feedback and share with our management team

01/05/2017 – 01/09/2017 – Montauk, United States

CUSTOMER SERVICE REPRESENTATIVE – Beachcomber resort

- Responding promptly to customer inquiries.
- Processing orders, forms, applications, and requests.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.

LAW INTERN – Law firm Ilievski

- Did extensive research and writing work on corporate frauds
- Kept paperwork and other legal documents in secured position
- Assisted attorneys with projects and the courtroom
- Interacted with scores of clients and assisted with case organization
- Drafted and edited legal documents and contracts
- Ran small office errands and handled customer inquiries

● **EDUCATION AND TRAINING**

01/09/2013 – 01/10/2018 – Skopje, North Macedonia

MAGISTER OF CONSTITUTIONAL LAW – S.s Cyril and Methodius University Skopje

● **LANGUAGE SKILLS**

Mother tongue(s): MACEDONIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C2	C2	C1	C1	C1
SERBIAN	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Word | Word Press | Microsoft Office | Facebook | Instagram | Twitter | Microsoft Excel | Microsoft Powerpoint | Google Drive | Shopify | Multilogin | Amazon

● **DRIVING LICENCE**

Driving Licence: B

● **MANAGEMENT AND LEADERSHIP SKILLS**

Management and leadership skills

- Problem assessment
- Creative problem solving
- Interpersonal skills
- Leadership abilities
- Teambuilding and supervision
- Oral and written communication skills

● ORGANISATIONAL SKILLS

Organisational skills

- Keeping deadlines
- Delegation
- Goal setting and meeting goals
- Team management
- Coordinating events
- Problem solving
- Productivity
- Teamwork
- Team leadership
- Multitasking
- Implementing strategy

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

I have gained through my experience excellent writing, speaking, presenting, listening, motivation and empathy skills.

Communication and interpersonal skills

- Writing
- Speaking
- Presenting
- Listening
- Negotiating
- Team building
- Providing or accepting feedback
- Motivation
- Honesty
- Empathy

● JOB-RELATED SKILLS

Job-related skills

- Multitasking
- Strategic thinking
- Positive Attitude
- Attention to Detail
- People Oriented
- Analysis
- Problem Solving
- Organizational Skills
- Adaptability Ability to Work Under Pressure