



# NATASHA BURNAZOVSKA

BOOK ENTHUSIAST WITH EXPERIENCE IN SALES, LOGISTICS AND CUSTOMER SERVICE



## EXPERIENCE

Mar 2004 - May 2004

Skopje Fair  
Macedonia

### INFORMATION DESK

Distribute information about different stands and activities. Maintain the Lost and Found service. Be knowledgeable about emergency procedures. Answer the phone courteously and direct phone calls as necessary. Attend staff meetings, training, and workshops as scheduled by supervisor.

Nov 2007- Sep 2008

Adventure Student Travel  
'New Moment'  
Macedonia

### ASSISTANT

Finding adequate job openings in the USA. Preparing documentation for visas. Arranging flights, insurance, and accommodation. Collecting and processing payments. Advising clients on travel arrangements, e.g. visas and passports. Sending out tickets to clients. Dealing with complaints or refunds.

Feb 2009 - May 2009

Ikona, Partizanski Odredi  
Macedonia

### SALES ASSISTANT

Checks incoming shipments against orders and invoices, and resolves reconciliation problems. Responds to customer questions about merchandise. Verifies database statements and investigates and resolves discrepancies. Assists in pricing and bar-coding textbooks and pricing other merchandise. Sells merchandise and operates cash registers. Enters and retrieves data, and produces records and reports using inventory and textbook management database systems. Arranges for returns to publishers and wholesalers. Balances cash register, including credit card activity, with computer reports.

May 2009 - Nov 2013

'Korimpex" Shoes  
Macedonia

### LOGISTICS ADMINISTRATOR

Monitoring of controllable exports to meet the audit standards of the exporting countries. Completion, submission and follow up of applications for export licenses throughout the complete process. Maintain procedures to ensure ongoing compliance with current Government Export Control. General procurement and order processing. Communications with internal and external suppliers regarding deliveries. Raising of invoices. Preparation of delivery documentation and liaison with shippers to ensure shipments are on time and the correct export documentation and customs and excise conditions are adhered to. Assist the sales personnel with quotations and sales proposals.

Dec 2013 - Sep 2014

Centre for Intercultural  
Dialog , Vera  
Macedonia

### FINANCIAL MANAGER

Analyzing competitors and market trends. Developing financial management mechanisms that minimize financial risk. Conducting reviews and evaluations for cost-reduction opportunities. Managing a company's financial accounting, monitoring and reporting systems. Liaising with auditors to ensure annual monitoring is carried out. Developing external relationships with auditors, solicitors, bankers. Producing accurate financial reports to specific deadlines. Managing budgets. Arranging new sources of finance for a company's debt facilities. Supervising staff. Keeping abreast of changes in financial regulations and legislation.

Nov 2014 - Fev2020

Qatar Airways

### CABIN CREW - FLIGHT ATTENDANT

Facilitating the highest level of safety by inspecting safety equipment, announcing and demonstrating safety procedures, and verifying passenger's compliance with safety regulations throughout all stages of the flight. Maintaining high level of knowledge in following areas: Company policy, Flight Attendant Manual and other technical data. Customer Service in applicable aspects.



## EDUCATION

Sep 2003 - May 2008

### BACHELOR'S DEGREE IN COMPARATIVE LITERATURE

Faculty of Philology Macedonia

May 2005 - Sep 2005

### GLOBAL PARTNERSHIP FOR ACTIVISM AND TRAINING

Faculty of Political Science of Zagreb

Oct 2004 - May 2008

### BACHELOR'S DEGREE IN SPANISH LANGUAGE AND LITERATURE

Faculty of Philology Macedonia

## CONTACT ME



Address

Dimitar Vlahov 32/3  
Kumanovo, 1300 Macedonia



Phone

+38978403183



Web

nabu84@gmail.com

## LANGUAGES

SLAVIC NATIVE

ADVANCED ENGLISH C2

ADVANCED SPANISH B2

ADVANCED FRENCH B2

BASIC ITALIAN B1

## SKILLS

Ability to adapt to multicultural  
environment

Team spirit

Communication skills

Time management