



**Biljana
Spasovska**

DATE OF BIRTH:
16/08/1992

CONTACT

Gender: Female



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Skopje, North Macedonia



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WORK EXPERIENCE

25/08/2021 – CURRENT – Skopje, North Macedonia

Web administrator/Marketing assistant

Group Point MK

- Administering web pages, writing texts.
- Administering social media pages (Facebook, Instagram).
- Communication with clients, answering phone calls.
- Participation in the preparation of social media marketing campaigns.
- Telephone and email communication with clients.
- Receiving orders from clients.

01/10/2020 – 31/01/2021 – Skopje, North Macedonia

Customer Care Specialist

Lanistar, LANI LTD

- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid, and complete information by using the right methods/tools;
- Go the extra mile to engage customers;
- Resolve customer complaints, questions via email and live chat;
- Advice on company information;

01/10/2017 – 31/03/2019 – Skopje, North Macedonia

Customer Service Representative

Trifecta Support

- Opening and maintaining customer accounts by recording account information.
- Resolving product or service problems by clarifying the customer's complaint.
- Determining the cause of the problem.
- Following up to ensure resolution.
- Maintaining financial accounts by processing customer adjustments.
- Recommending potential products or services to management by collecting customer information and analyzing customer needs.
- Contributing to team effort by accomplishing related results as needed.
- Managing large amounts of incoming calls.
- Building sustainable relationships of trust through open and interactive communication.
- Handling complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

01/06/2013 – 30/09/2017 – Skopje, North Macedonia

Hostess and Promoter

McCann Skopje

Hostess and Promoter

- Effective coordination of events and promotions.
- Providing information for guests and people.
- Professional maintenance, behavior, and appearance with high-quality standards.
- Critical thinking and problem-solving.
- Friendly and professional greeting during arrival.

EDUCATION AND TRAINING

15/09/2018 – CURRENT – Skopje

Student

Ss. Cyril and Methodius University in Skopje - Faculty of Philosophy
Field of study - "International and Intercultural Studies" - Department of UNESCO.

01/11/2019 – 09/11/2019 – Sinaia, Romania

Certificate in Act now: Stop hate speech now!

Erasmus + / Act O'Clock

General:

- To raise awareness;
- To develop communication;
- teamwork;
- leadership skills of the participants in intercultural settings;

Occupational:

- case studies;
- working in pairs;
- peer to peer support;
- theater based activities;
- learning by doing;
- working on media products;
- presentations;

LANGUAGE SKILLS

MOTHER TONGUE(S): Macedonian

OTHER LANGUAGE(S):

English

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C2

Spanish

Listening
B2

Reading
B2

**Spoken
production**
B1

**Spoken
interaction**
B1

Writing
A1

DIGITAL SKILLS

Microsoft Office / ZenDesk / Survey Monkey / Canva / Slack / Zoho Mail

ORGANISATIONAL SKILLS

● Organisational skills

- Creating and keeping deadlines.
- Managing appointments.
- Team management.
- Analyzing.
- Problem-solving.
- Teamwork.
- Multitasking.
- Strategic thinking;

COMMUNICATION AND INTERPERSONAL SKILLS

● Communication and interpersonal skills

- Good communication skills gained through my experience as a customer service representative and promoter.
- Respect towards all colleagues, also in a team or group setting.
- Complaint Resolution - Answered an average of 50+ calls per day from unsatisfied customers and customers who needed help.
- Achieved 97% average customer satisfaction rating, surpassing team goal.
- Absorbing, sharing, and understanding information presented.