

## **Ana Kostovska**

An enthusiastic candidate with exceptional written and spoken English skills, coupled with a high degree of empathy, passion and dedication.

Skopje, North Macedonia

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### **Education/Certification**

Family Studies at Faculty of Philosophy - Class of 2020

FCE Certificate in English - B2

### **Experience**

**Volunteer** at “Humanost” organization

- Assisting elderly people, providing emotional and social support.
- Helping intellectually disabled people meet their everyday needs.

#### **F-stop - Customer Success Specialist**

07.2021 - 11.2021

Assisting customers with questions about the company's products. The company's goal was the development, design, and delivery of camera backpacks and bags.

- Resolving and answering customers' queries via live chat, e-mails, and inbound calls and helping them find the right product for them.
- Social media coordinator – engagement with customers via direct messaging on Instagram, comments and likes, forwarded the potential collaborations and sponsorships to the correct department.
- Looking into customers' warranty claims and deciding on how to proceed with the process.
- Making follow up calls to customers to offer support and collect feedback.

### **ITLogistics – Sales Representative**

03.2022 – 07.2022

- Responsible for the complete sales process from lead generation, identifying needs, negotiations and product delivery.
- Client relations, both existing and new.

### **Agency Y – Key Account Sales Executive**

09.2022 – Current

- Lead generation, building contact lists.
- Place phone calls to potential clients.
- Answer potential clients' questions.
- Set appointments with prospective customers and closing sales.