

# STEFAN BLAZHESKI

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## Work Experience

NOVEMBER 2021 – TODAY

**HEAD OF CUSTOMER SUPPORT**, RIDAREC CONTENT & MEDIA

Skopje

- Team Leader of the Customer Support group
- Dealing with tickets from clients
- Monitoring and changing ticket templates
- Testing the software development and giving proper bug evidence

FEBRUARY 2021 – NOVEMBER 2021

**CUSTOMER RELATIONSHIP MANAGER**, DIGITAL SOLUTION SERVICES (DSS) Skopje

- Managing Sales Agents
- Maintaining sales activities

JULY 2018 – AUGUST 2018

**INTERN WORK**, STOPANSKA BANK AD SKOPJE, BRANCH KRUSEVO

- Preparation of credit documentation and their certification in a book

AUGUST 2017 – SEPTEMBER 2017

**INTERN WORK**, STOPANSKA BANK AD SKOPJE, BRANCH KRUSEVO

- Archiving of documents and forms from everyday work

## Education

2015 - TODAY

**UNDERGRADUATE STUDIES**, FACULTY OF ECONOMICS – SKOPJE, UNIVERSITY “Ss. Cyril and Methodius”

Direction: E-Business

## Personal Skills

- English language (intermediate level/B1)
- Basic knowledge of Microsoft Office
- Driving licence (category-B)
- Communicative
- Knowledge of the program Pantheon
- Customer Relationship Management (CRM)