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### **Skills and abilities:**

- Excellent computer knowledge in multiple areas (MS-Office, all Microsoft Windows install and maintain supports, Internet, Hardware and Software computer maintain, computer connecting with other electronic devices like: scanners, printers, card readers etc.)
- High fidelity technologies
- Languages: Fluent (English, Macedonian, Serbo-Croatian, Bulgarian), Basic understanding of Spanish and Russian language
- Strong leadership and management skills
- Loyalty, flexibility, ambitious, initiatives, innovative, team player and always ready for new challenges
- Excellent time management and working with deadlines
- Proficient in quality control and quality assurance
- Driving license B category

### **Certificates:**

**AMADEUS** - Amadeus Functionalities Basic Course & Fare Pricing  
**IATA** - R1 / T1 / CRS Basic Course In Reservations & Sales

### **Work experience:**

#### **• Zlatna Kopacka EDEN**

**Skopje, Macedonia**

**01.June.2022 – 01.September.2022 *(IT Technical Support)***

- Communicate with the operators from the betting shops around the country and write the problems in the tasks.
- While communitatuon trying to help the operator with remote control program Simple Help if possible.
- Fixing all the PC's in the office from hardware and software problems with reinstall all windows operative systems (Win Xp, Win 7, Win 8, Win 10), also open the PC and change the part from the motherboard that is broken like: hadrdisks, RAM memory, power supply, graphic cards and so on.
- Making the live PC's to give picture up to 6 tv screens using 2 external graphic cards.
- Going into the betting shop and installing all the PC's, printers, termal printers, fiscal devices, barcode readers and so on as needed, making sure that all the PC's have internet connection and all the routers and other devices are working proportely.
- Making sure that all the TV's routers and receivers are connected and working properly.
- When open new betting shop, making all the lan and TV cables and install them all around the building and connecting all the PC's and TV's properly.
- Colaborate with VLT company and making sure that all the betting devices are connected and works properly.

#### **• Municipality Kisela Voda**

**Skopje, Macedonia**

**01.May.2021 – 01.April.2022 *(Administrative worker - Cultural Associate)***

- Performing complex tasks and tasks for the development of culture and creativity.
- Follows the legal regulations and other social acts in the field of local self- government and culture.
- Participates in the preparation of the program for organizing cultural events.
- Participates in the preparation of the program for encouraging various specific forms of creativity.
- Participates in the preparation of the program for commemoration of events and persons of importance for the municipality with memorials and prepares the decision for preservation, protection and use of memorials and other regulations within the competence of the Municipal Council.
- Prepares projects in the field of culture and creativity and gives opinions on proposed projects in this field.

#### **• ADBARADERO DOOEL**

**Skopje, Macedonia**

**01.September.2019 - 31.December.2020 *(Software Support And Programming)***

- Working for the American robotic company "Simbe" who's robots are scanning thru the markets around USA and worldwide.
- Operating on a software program.
- Monitoring the robots traversing around the shelves.
- Auditing on the data comming from the robot traversing and making sure everything what's been scened is correct.
- Software testing.
- Controlling the robots schedule and make sure they started and finished on time.
- Administrative data entry and so on.

- Sending daily reports to the american robotic company Simbe about what was done.
- Join the zoom conferences and talking with the general managers of Simbe as needed, and talking about the robots job and if I have something to add, how can make the robots traversing better and so on.

• **AAM DOOEL "Company For Aviation &Tourism"**

**Skopje, Macedonia**

**01.December.2018 - 01.May.2019 (Airport - Ticketing & Supervision Agent)**

- Two mounts training in agency of the tourism located at the center of the City.
- Making reservations for flights in Altea Amadeus computer system.
- Answering the agency phone and communication with clients for making flight offers and reservations, also answering by email.
- After that move to the International Airport in Skopje.
- Working with 4 Airlines companies: Adria Airways, LOT - Polish Airlines, Edelweiss - Swiss Airlines and Air Serbia.
- Communicating with the Check In department about concrete costumer, his ticked and what is included on it.
- Making sure that all the checking counters are opened on time.
- Giving them the list for the passengers who are flying with the concrete airline.
- Making chargess and payment about baggage and other electronic documents.
- Sales tickets on costumers who are coming at the Airport desk.
- Supervision on the Terminal gate on boarding and checking their passports in case someone need visa, his passport expired and so on.
- Welcoming the passengers who arrive on the flight from the airline, and making sure all the airport staff do their responsibilities as needed.
- Taking care the cleaning staff came on time, communicate with the other airport personnel about the baggage, cargo and mail if everything is ok.
- Welcoming the passengers for departues on boarding check and taking care all of them are moved in the plane safely.
- Taking care about the rotation time of the plane, fueling if needed. After that going back to the desk and filling the reports about the airport service and if everything was on time.

• **Stone Bridge Suites – Capitol Mall**

**Skopje, Macedonia**

**18.January.2018 - 1.September.2018 (Front Desk Receptionist)**

- Making the reservations from Booking, Airbnb, Viber, What's up, reservations made by phone, reservations with companies from Macedonia and other countries, communication by email as well.
- Taking care of the guest for their arrival.
- Welcomes visitors by greeting them in person or on the phone, directs visitors by maintaining employee and department directions, giving instructions and leading them to their apartments.
- Maintains safe and clean reception area by complying (procedures, rules and regulations).
- Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

• **Lsa Rent 2016 DOOEL "Luxury Skopje Apartments"**

**Skopje, Macedonia**

**01.November.2016 - 01.February.2017 (Office Manager)**

- Making the reservations from Booking, Airbnb, Viber, Whats up, reservations made by phone, reservations with companies from Macedonia and other countries, communication by email as well.
- Caring work personal phone, laptop and company car and available for intervention 24/7.
- Taking care of the guest for their arrival.
- Renting a luxury houses around the city Skopje for a longer periods.
- Responsible for payments, making the invoices (weekly, monthly and for all year).
- Counting the month turnover and separate the profit.
- Give the guests a Skopje city tour if needed.
- Exploring the city and explaining them the favorite locations as museums, churches, monuments, most popular locations etc.

• **Solun i Ivan DOOEL Skopje "Hotel Solun"**

**Skopje, Macedonia**

**15.March.2015 - 15.December.2015 (Front Desk Receptionist)**

- Controlling the reservations from the portals: Booking, HRS, Amadeus etc.
- Make the reservations in the system Ezee front desk, and making sure that all of them are made in regular dates with all the needs.
- Update the room availability in the portals on their official web sites, make the weekend rates and controlling the discount periods.
- Making authorizations from the guest Credit Cards, also closing them when the statement in the Hotel is over.
- Answer phones and operate a switchboard, answer inquiries about the company, schedule meetings and conference rooms, send emails and faxes.
- Welcomes visitors by greeting them in person or on the phone, directs visitors by maintaining employee and department directories, giving instructions.

• **Makedonijaturist A.D. "Hotel Karpos"**

**Skopje, Macedonia**

**21.May.2013 - 24.February.2015 (Front Desk Receptionis)**

- Answer phones and operate a switchboard, answer inquiries about the company, schedule meetings and conference rooms, send emails and faxes.
- Welcomes visitors by greeting them in person or on the phone, directs visitors by maintaining employee and department directions, giving instructions.

- Maintains safe and clean reception area by complying (procedures, rules and regulations).
- Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Bring the week turnover to the main directorate, filling the turnover papers and making sure that both sides are on the same page.
- Operate the exchange office and exchange money as euros, dollars and other currencies to the guests from the Hotel and any other customers.

- **Cedar Fair "Amusement Park - Kings Dominion"**

**State of Virginia, USA**

**01.June.2008 - 01.October.2012 (Ride Host Operator & Entertainment Halloween Haunt Technician Team Leader)**

- Responsible for the safe daily operations, assist guests on and off the attraction, operate ride in safe manner consistent with the park operating policies and procedures, assure that all aspects of the ride cycle comply with normal safety procedures.
- Maintain a clean and safe work environment for guests and team members, problems solving etc
- Maintaining and ensuring all technical aspects of the show presentation are consistently delivered at excellent levels.
- Support and assist the Entertainment Management team, operates audio, video, lighting system, prop maintenance and repair stage technician tracks in accordance to the standards of each show/event.
- Excellent organizational and planning skills, strong problem solving skills and dedicated to provide outstanding guest service and ability to work under pressure.
- Assist the Haunt Area Supervisor with planning and building of Haunt scenery, designing the mazes walls, interior setups, props and decors.
- Leading crews efficiently and effectively in the building of Haunt related items.
- Making briefs and slides shows for presentation ideas, solutions, preventive maintenance with the Project Management.
- General driver of all Entertainment Department vehicles (cars, vans, trucks, trailers etc).
- Assisting with planning and lay out of New Haunt Mazes, decor, special projects.
- Planning of placing the props, scenery as assigned.
- Organizing the warehouse space with all the supplies: tools, paints, lights etc.
- Assisting with the install of Haunt props following the Area Supervisor instructions.
- Go on shopping with the company vehicles and bring back all the needed supplies.
- Visiting the websites from other amusement parks and finding the ideas compatible with the Entertainment department program for the year.
- Cost accountant and financial analyzes for purchasing and ordering materials, tools, PPE (protective personal equipment), decorations etc.
- Time sheets management, shift schedules, making all daily, weekly and monthly reports.
- Training all new hires, give work instructions and total safety task instructions.

\* Note: This job was work and travel program while I was on my regular and master studies and lasted only for the summer season (4-5 months per year)

- **Internet cafés "Blue net"**

**Skopje, Macedonia**

**15.January.2002 - 24.September.2004 (Shift Leader)**

- Shift leader.
- LAN network connecting with maintaining of all computers, servers, scanners, printers and photo design.
- Checking the computer network.
- Reinstal operative system Windows if needed.

## **Education:**

- **"Ss. Cyril and Methodius" University of Skopje**

**Begin: 2011 - Finish 2015**

**Masters Studies - (Management Of Human Resources In The Social Activities)**

**Grade Average: 8.13 of 10.00**

Section: *Entrepreneurship And Development Of The Human Resources In The Organizations*

Final Project Subject: *The Influence Of The Leader Over The Motivation Of The Employees In The Multinational Companies*

- **"Ss. Cyril and Methodius" University of Skopje**

**Begin: 2006 - Finish: 2011**

**Faculty - (Professor Of Philosophy)**

**Grade Average: 9.25 of 10.00**

Final Project Subject: *The Problem Of The Subjective Idealism In The George Berkeley's Philosophy*

- **"SETU Mihajlo Pupin" Skopje**

**Begin: 1997 - Finish: 2001**

**High School - (Electro Technician For Automation And Computing Technique)**

**Grade Average: 4.3 of 5.00**

Final Project Subject: *1. Making A Website In Microsoft Office Front Page  
2. Disassembly And Assembly Hardware Of Personal Computer*