

# Aleksandar Stamenkovski

## 👤 Profile

Experienced customer-oriented professional with strong multi-tasking skills and the ability to efficiently prioritize tasks. Looking to obtain the position of a Customer Support Representative; coming with active listening skills and sound knowledge of CRM systems and practices, strong phone handling skills and deep knowledge of email support and chat support.

## 🏢 Employment History

### Customer Support Team Lead at Inter-Credit Partnership, Skopje

February 2020 — Present

-Managing the platinum group of players, ensuring that they can always make a deposit with the right payment method, and making sure they get the appropriate bonus all the time.

- Effectively managing and leading a CS team consisting of 10+ people to drive company proficiency and success.
- Training newcomers with the software, online casino rules, and the terms and conditions of the casinos themselves.
- Organizing the customer support team, making weekly work schedules.
- Update our internal databases with information about technical issues and useful discussions with customers.

### Senior Customer Support representative at TBM group, Skopje

July 2015 — February 2020

-Maintained solid customer relationships and handled questions and concerns with speed and professionalism.

- Answered and made calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Resolved customer complaints, managed database records, drafted status reports on customer service issues.
- Utilized software, databases, scripts, and tools appropriately.

## 🎓 Education

### High School, SMUGS "Pance Karagjov", Skopje

June 2011 — June 2015

Graduated with a degree in dental tech.

## 🎓 Courses

### English Course, Challenge

February 2005 — February 2013

### Accent Reduction Classes

February 2020 — April 2022

## Details

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## Skills

Leadership Skills

Effective Time Management

Ability to Multitask

Fast Learner

Communication Skills

Customer Service

Ability to Work Under Pressure

Ability to Work in a Team

Analytical Thinking

## Languages

English

Russian

## Hobbies

Calisthenics, Chess, Combat-sports