



ABOUT ME

The skills that I have gained throughout my professional experience will include the competence to provide excellent telecommunication quality and trainer tasks, broad skills in communication and building relationships with clients.

Furthermore, I am an ambitious and hardworking individual, eager to learn and to explore ways that I can contribute to new positions, company and job opportunities.

Having the possibility to work on a project that required more technical knowledge (data management, analysis, decision-making,management), soft skills and language skills(communication, team work, problem-solving and etc) , I have gained a lot of experience in the field and had the chance to expand my own skills, to improve my knowledge and experience and to grow in my carrier.

LINKS

Linkedin:
<https://www.linkedin.com/in/dushanka-murganic-858973232/>

LANGUAGES



PERSONAL DETAILS

Date of birth
10.07.1990

Nationality
Macedonian

Marital status
Married

DUSHANKA MURGANIC ZDRAVESKA

QUALITY CONTROL

Vidoe Smilevski Bato 35-2/18, Skopje, 1000, North Macedonia

+38978338951

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WORK EXPERIENCE

EUROANSWER

Skopje

Nov 2015 - Feb 2020

Call Center Agent

Answering phones from customers professionally and responding to customer inquiries and complaints. Researching required information using available resources and tools. Handling and resolving customer complaints regarding product sales to customer service problems. Providing customers with the organization's service and product information. Processing forms, orders, and applications requested by the customers. Identifying, escalating priority issues and reporting to the high-level management. Routing inbound calls to the appropriate resources. Following up complicated customer calls where required.

EUROANSWER

Skopje

Feb 2020 - Present

Quality Controler and Trainer

Evaluating calls and emails handled by agents
Making recommendations for improvement.
Providing feedback sessions.

Providing trainings for updated procedures or with new upcoming procedures and the available tools that should be used in order to improve and increase the quality of the work.

EDUCATION

FACULTY OF PHILOLOGY BLAZE KONESKI, SKOPJE

Skopje

2013

Bachelor

Studying Italian and Russian Language

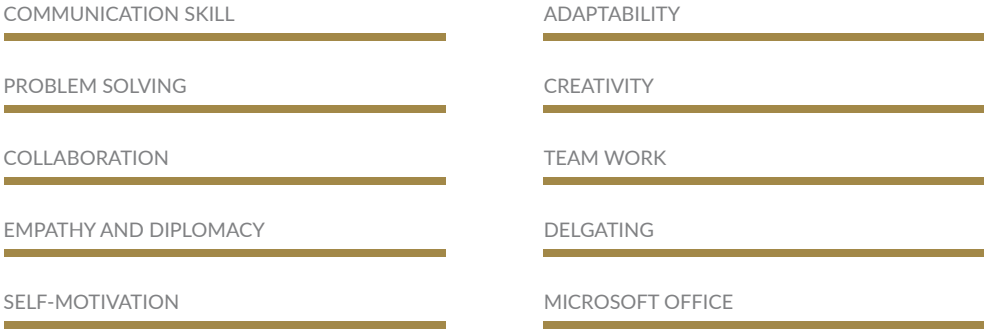
SEPUGS VASIL ANTIVSKI-DREN

Skopje

2009

High school diploma

SKILLS



COURSES

PICADILLY

Sep 2002 - Jun 2008

English Language

MONDOLINK

Jan 2022 - Present

German

HOBBIES

PHOTOGRAPHY, CICLYNG, READING BELLETRIST, ART.