

# Angela Kachaniklikj

Customer Service Representative

## PROFILE

Experienced and reliable Customer Service Representative with a strong attention to detail and excellent organizational skills. A fast learner with a great work ethic and the ability to work independently or with others

## PERSONAL DETAILS

### Email address

stojanovaangela@yahoo.com

### Telephone number

+38970238976

### Address

ul. 58 br. 30, Volkovo

### Postal code

1000

### City/Town

Skopje

### Date of birth

27.11.1991

### Place of birth

Kavadarci

### Driver's license

Yes

### Gender

Female

### Nationality

Macedonian

### Marital status

Married

## SKILLS

Communication

Team Work

Work under pressure

Multitasking

## WORK EXPERIENCE

### Customer Service Representative

Barracuda FX, Skopje

Jan 2020 - Present

Working first line customer support as part of the support team within the company. Managing incidents raised by clients via the online Jira support system, email and phone. Making sure that the customer is aware of the progress of the incidents raised. Organizing and leading client meetings to discuss items related to upgrades as well as the current status of opened incidents. Sending on minutes from meetings to the relevant parties. Making sure the documentation providing information on release versions is updated internally. Creating accounts for usage of the ticketing system for both external and internal users and resolving issues where possible.

### Customer Service Representative (Team Leader)

Amsys, Skopje

Sep 2016 - Jan 2020

First line in the customer service department, providing customers with technical and progress information about the ongoing repair of their device. Working closely with the financial department regarding invoices and payments. Organizing the team and the workload, and improving work efficiency in the office

### Private English Tutor

Self-employed, Skopje

Sep 2017 - Present

Providing English language and literature assistance to students beyond what they learn in school

Effective team leader

Microsoft Office

Conflict Resolution

Transcription

Flexibility and Adaptability

Computer skills

Judgment and Decision making

Customer care

Effective Time Management

Manual Dexterity

Administrative skills

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## LANGUAGES

### English

Highly proficient in speaking and in writing

### Macedonian

Native

- **Translator**

Self-employed, Skopje

Jun 2016 - Present

Providing quality translations from English to Macedonian in different fields such as medicine, engineering, sales and military.

- **Call Center Agent**

TeleTech Eastern Europe EAD (formerly Sofica Group), Skopje

Mar 2016 - Jun 2016

Handling outgoing calls and work to provide optimal customer service and customer satisfaction with every phone call. Responsible for calling existing clients for feedback. Working with well renowned companies in the fields of medicine —mostly medical equipment-, engineering and automotive groups as well. I acquired communication, organization and administrative skills dealing with different types of interviewees from different countries.

- **English Teacher**

Private Language School Biboni, Skopje

Sep 2015 - Mar 2016

Teaching English to students from kindergarten to college. Working with adult groups as well, improving their communicative skills in English. Customizing lesson plans in accordance with the students. Organizing group projects, and choosing the perfect study material correspondent to the class age group.

- **Hospitality**

Princess Cruises, Denali National Park and Preserve

May 2013 - Sep 2013

Work and travel experience as a student. Working flexible hours in multiple job positions. My primary job as a housekeeper provided me with organizational and team work skills. From my secondary job as a server, I learned ho to best communicate with customers, tending to their needs, I also ascertained dexterity and learned how to deal with payments. Working as a line and prep-cook I picked up organizational and time management skills.

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## STUDIES AND CERTIFICATES

- **Bachelor of English Language and Literature**

University of St Cyril and Methodius Faculty of Philology, Skopje

Sep 2010 - Jun 2015

- **High School Diploma in French language**

St Cyril and Methodius, Negotino

Sep 2006 - Jun 2010

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## **COURSES**

- **English Language**

EF International School of English

Jun 2008 - Jul 2008