

Nikolina Al Abbasi

Location: Skopje
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Skills

Office suite	Agile	Ability to prioritize and multitask
English - advanced	Flexible	High organizational skills
Italian - Intermediate	Client oriented	Familiar with Digital analytics
Serbian - advanced	Process oriented	Applications: Jira, SAP, CRM...

Experience

A1 / Multichannel Team Leader

October, 2018 - PRESENT

- Responsible for the work of Online Sales Team, A1 Virtual Shop, SoHo Telesales and Administrative support team
- Managing day by day activities in order to ensure effective and efficient running of all teams
- Leading and training stuff
- Developing systems and procedures to achieve better performance
- Analyze call statistics to improve performance
- Meet company KPI's
- Monitor and assure high achievement of targets
- Support in the digitalization of the online platform and E-Commerce project

Achievements:

- Improvement of Online sales process - reduce of total realization time for 240%
- Reducing processing time of solving administrative tickets for 130%
- Start of the first Virtual Shop in MK
- Continuously achieving monthly sales goals over 100%
- Empowering and simplifying workflows with Robotic Process Implementation

A1 / Proactive sales support

August 2017 - October, 2018

- Supporting the daily function of Proactive sales team
- Managing the administration related to the team's deal pipeline
- Help in the production of sales documents
- Provide operational support and training for all sales systems and sales related processes

A1 / Sales Development

January, 2016 - August, 2017

- Overseeing and addressing customer issues
- Developing and implementing effective means of tracking trends to meet company goals
- Creating work procedures
- Supervise project activities

Blizoo / Sales analyst

July, 2011 - January, 2016

- Gather, analyze and present data and information from multiple data sources and create reports to evaluate achievement of sales targets and objectives
- Review KPI's to identify area of improvements
- Create workflows and automation to improve efficiency and data collection

Tramiso Marketing / Web and graphics design

July, 2011 - January, 2011

- Responsible for managing the graphic-design department
- Communication with clients
- Coordination and control of the printing process
- Translation of legal documents, brochures, correspondence with foreign clients and other documents from English, Serbian and Croatian to Macedonian and vice versa

Education

University St. Kyril and Metodij / Philologist of Macedonian language

Cosmo Educative Center / Effective Communication and Human Recourses

October, 2010

Cosmo Educative Center / Presentations and negotiations

October, 2010

Semos Educational Center/ Web design

December 2008 - May 2009

Adobe Photoshop, Adobe Illustrator, CSS, HTML

Internal A1 training / Advanced Team Development & Motivation

November, 2019

Internal A1 workshop / Unconscious bias

August, 2021

Internal A1 training / Business understanding, Sales and Customer Service

February, 2020

Persone Global / RAZVOJ KOMPETENCIJA EMOCIONALNE INTELIGENCIJE

June, 2021

Radilica / How to lead difficult conversations

July, 2021

Systematic coaching Academy

September 2019 - October 2019

- Own it, Do it
- Explore, Try and Make it fly
- Invest in people
- Challenge directly with care
- Win together, lose together