

Ana Chapalova Bogoevska

DETAILS:

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Employment History

- **Sales Agent at Euroanswer - Skopje**
 - September 2015 – May 2016
 - Answering calls from customers and resolving their issues

- **Survey Agent at Teletech - Skopje**
 - July 2016 – September 2016
 - Short project - Contacting customers via phone calls for surveys

- **Customer Service Agent at CMX Solutions – Skopje**
 - January 2017 – May 2018
 - Answering calls
 - Replying to customer's e – mails
 - Resolving payment issues via e – mail

- **General Marketing Assistant at Internet Marketing Solutions D.O.O.E.L. – Skopje**
 - June 2018 – March 2021
 - E mail marketing via **Mailchimp**: creating content, running campaigns (planning and creating them), planning and creating e - mail flows, segmentation and strategies
 - Content writer (**Shopify** and **Salesforce**)
 - Photo creator and editor (**Canva** and **Envato**)
 - Social media marketing (handling the social media of the Company)
 - Contacting and searching for Brand Ambassadors via e - mail and DM's

- **Customer care agent at City Connect – Skopje**
 - May 2021 – December 2021
 - Answering calls
 - Replying to e - mails
 - Replying to chats
 - Replying to social media messages

Education

- **Faculty of philology "Blaze Koneski" – Skopje**
 - September 2011 – June 2016
 - B.A. in bidirectional French - Macedonian and translation from English into Macedonian language and culture
- **AIESEC Romania – Brasov**
 - June 2012 – August 2012
 - The GROW project - trainee
- **Univerza na primorskem – Koper**
 - July 2014
 - Short language course in Slovene language
- **INALCO – Paris**
 - July 2015
 - Short translation course in French