



Nikola Ignjatovski

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Kumanovo, North Macedonia

Summary

Excited to be a part of a high-growth business and to do my part in proliferating the success of all concerned parties. Versatile and innovative professional skilled at seeing the "big picture" while also focusing on details.

Education

High School Diploma

SOU 'Goce Delchev' • Kumanovo, North Macedonia

05/2019

Experience

Freelance Writer and Editor

Upwork • Kumanovo, North Macedonia

11/2019 - Present

- Utilized excellent communication and writing skills to develop topical and interesting stories and outreach initiatives.
- Employed innovative thinking skills to produce fresh and intriguing content. Created polished manuscripts based on a set of demands.
- Was engaged in developmental editing during all stages of the manuscript's progress. Updated and corrected information in light of new quantifiable data.
- Proofread, reviewed, and amended various documents of great importance. Double-checked, compared, analyzed, and researched all pertinent sources prior to publication.

Customer Support Specialist

Proton Technologies, Inc. • Skopje, Greater Skopje

09/2021 - Present

- Analyzed and responded to customer inquiries promptly via email and notable ticketing platforms.
- Helped resolve technical support inquiries from customers and uphold the high levels of customer support and satisfaction the company is known for.
- Engaged in extensive troubleshooting in order to detect the cause of any issues and to resolve them in a timely, dutiful manner.
- Helped test the web and mobile applications on a regular basis to ensure and maintain that only a high-quality product is released to the end-users.

Skills

- Fast Learner
- Effective Time Manager
- Multitasker
- Adaptable and Dependable
- Team Player
- Able to Work Under Pressure

Languages

- English
- Macedonian