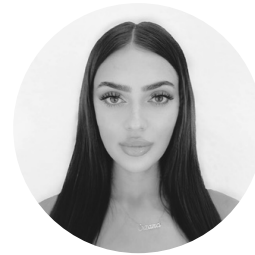


ERZANA LIKA

CUSTOMER RELATIONS
AND SERVICE



CONTACT



+389 71 886 222



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SUMMARY

Passionate, creative and hard-working individual with high ambition and aspirations for great success. My goal is to always provide the highest quality service and customer satisfaction.

Languages: Albanian (native), English, Macedonian, Turkish, Serbian

SKILLS

PROFESSIONAL

- Attention to detail
- Client Relationship Management
- Problem solving
- Creativity
- Time Management
- Effective Communication
- Microsoft tools

EDUCATION



DIGITAL MARKETING

Brainster

Present



LAW AND POLITICAL SCIENCE

American University of FON

Present

WORKING EXPERIENCE



OPERATOR

NLB Bank

| 2022

- Expert at maintaining relations with clients
- Responsible for accounts management
- Managed multi-platform tasks
- Solving customer facing issues and ensuring client satisfaction
- Client calls management
- Working with a team and handling issues that relate with multiple teams
- Proficiently managing various tools which assisted with the workload



ASSISTANT CREATIVE MANAGER

Freelance for multiple clients | 2022-2023

- Managing social media and creating content
- In person managing and designing the setups for offices and events in a presentable way for clients
- Professionally handling customer request and ensuring client satisfaction rates.