



ANDRIJANA LAZAROVA

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◦ DETAILS ◦

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Bitola, 7000

North Macedonia
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Date / Place of birth

30/07/1988

North Macedonia, Bitola

Nationality

Macedonian

Driving license

Yes

◦ SKILLS ◦

Adaptability

Good time management

Highly Organized

◦ HOBBIES ◦

Yoga, Books, Swimming

📁 EMPLOYMENT HISTORY

Insurance and Administrative Assistant at Taskforce, Bitola

July 2020 — Present

I'm providing administrative support to insurance agencies, and also help keep the agency organized by regularly updating the client database. Providing support to various business processes and performing clerical tasks such as filing, documentation, and customer service.

My work is based on Insurance Policy Checking, The process of evaluating insurance policy documents to spot errors and missing data. Spotting inconsistencies, and sending to insurance carriers for corrections.

Direct Bill / Reconciliations - Activity when the Insurance company bills the insured directly. When the insured is on an installment plan, the insurance agency could be getting paid by the insurance company their commission as each installment payment is made.

At this time I can correct any commission and premium errors. These in turn will update their respective subsidiaries and general ledger for income and expense.

Outreach Specialist at Freelance

February 2021 — June 2021

Administrative assistant at Venera Kemalovski - Employment Mediation Agency in Germany, Bitola Macedonia

November 2016 — June 2017

My work was based on maintaining the official website, such as:

- * updating the latest information, in order to get new clients;
- * answering private messages and calls;
- * mediating a meeting at the German Embassy.

Here also were included all types of administrative roles involved in carrying out organizational tasks:

- * helping schedule job interviews;
- * organizing employee paperwork;
- * creating and maintaining office documentation;
- * processing client/customer payments;
- * updating spreadsheets and other data entry tasks.

Social Media Marketing Specialist at Villa Diamond, Bitola, Macedonia

May 2015 — April 2017

My responsibility for www.villadiamond.com.mk includes social media marketing using Facebook, Linked In, Twitter and Google Plus in order to make them visible on the market. Creating a strategy for them to get more reservations by being more present in the digital world is our goal. We use Email marketing and Lead Generation which have worked the best so far.

Business Process Analyst at Stopanska banka AD Bitola, Bitola Macedonia

April 2016 — November 2016

I have worked on the content creation for their online banking system, including all the marketing materials, website, user manuals of the new software's, documentation for revision, presentations for companies as well as everything that requires writing.

Archiving credit files (systematization and record of credit files, physical and legal persons - active and liquidated)

Business Process Analyst at Alpha Bank, Bitola Macedonia

November 2014 — July 2015

cash transactions – cash deposit, cash withdrawal, sale and purchase of foreign currency, work with legal entities - cash turnover, cashless transactions...

Social Media Marketing Specialist at Karneol - Gold Shop, Bitola, Macedonia

April 2012 — May 2014

Here my responsibility also includes social media marketing, using Facebook, Instagram and Google Plus for one particular reason - introduce the public with new pieces of jewelry, new trends, there by gaining new customers and this increasing profits



EDUCATION

Master Studies Justinian I - Faculty of Law, Department of Financial Law, Ss. Cyril & Methodius University, Skopje, Macedonia, Skopje, Macedonia

2012 — 2015

Specialization in the area of financial management topic Institutional Investors, FON University – Skopje, Skopje, Macedonia

2011 — 2012

FON University – Skopje 2011 - 2012

Specialization in the area of financial management topic Institutional Investors

Title for international use BACCALAUREA, FON University – Skopje, Skopje, Macedonia

2007 — 2011

FON University – Skopje 2007 - 2011

Economic Sciences

Title for international use BACCALAUREATE



Skills

Personal skills and abilities

Organizational skills, high level of communication with clients, working in a group ...

Organizational skills

Organizational skills refer to my ability to stay focused on different tasks and use my time, energy, strength, mental capacity, physical space, etc. effectively and efficiently in order to achieve the desired outcome.

My mental organizational skills such as:

Analyzing

Assessment and evaluation

Attention to detail

Documenting

Identifying problems

Research

Strategic thinking

allow me to research and analyze situations, prepare documentation, or think strategically among others

Social skills and abilities

Participating in training: **The basics of digital marketing and social media advertising**, learning about

- e-business, e-commerce, e-marketing ;
- e-commerce (traditional and digital marketing,trends 2019);
- what a website should look like ;
- social media marketing

Javen Advertising, Bitola 2019

Participating in training: **Using Google tools in digital marketing**, learning about :

- Google Drive
- Google Analytics

Javen Advertising, Bitola 2019

Participating in the **Balkan Youth Forum**, working in a group and enhancing organizational skills, developing a Resolution, and obtaining a Certificate

Kragujevac, Serbia April 2012

Participating in a seminar - **Young politicians in Macedonia**;

Skopje, May 2012

Part of **NGO Together**, work on projects bringing together young people from Europe ;

Bitola 02.2007 - 10.2009

Computer skills

Microsoft Word, Excel, Power Point, Open Office



INTERNSHIPS

Volunteer at Komercijalna Banka , Bitola,Macedonia

June 2010 — October 2010

Volunteer at Tutunska Banka, Bitola,Macedonia

November 2013 — April 2013