



## Sara Stankovikj

✉ Email: [sara.dolec@icloud.com](mailto:sara.dolec@icloud.com) ☎ Phone: (+389) 76368920

**Date of birth:** 07/11/1997

**Nationality:** Macedonian/citizen of the Republic of North Macedonia

### ABOUT ME

Ambitious and very dedicated! Always eager and motivated to learn something new or gain new experience... Creative, talented, open-minded.

### EDUCATION AND TRAINING

[ 09/2012 – 08/2016 ]

#### Physiotherapist

*OSMU "D-r Jovan Kalauzi"*

**Address:** 7000, Bitola, North Macedonia

[ 09/2016 – 09/2021 ]

#### BA English Language and Literature

*Faculty of Pedagogy - University of St Klement Ohridski*

**City:** Bitola

**Country:** North Macedonia

**Field(s) of study:** Education

**Final grade:** 9.8

**Thesis:** Expressing Future in English and Macedonian Language: Contrastive Analysis

### PERSONAL SKILLS AND COMPETENCES

[ 05/2017 – 05/2019 ]

**Recipient of state scholarship given by the Macedonian Government for students who have achieved a particularly high learning success.**

[ 06/2017 – 09/2017 ]

**Participant in the "Work and Travel in the USA" - Program**

[ 06/2018 – 09/2018 ]

**Participant in the "Work and Travel in the USA" - Program**

### LANGUAGE SKILLS

**Mother tongue(s):** Macedonian

**Other language(s):** English

### WORK EXPERIENCE

[ 06/2017 – 09/2017 ]

#### Server

*Grand Lake Lodge*

**City:** Grand Lake

**Country:** United States

Take food and drink orders from customers accurately and with a positive attitude. Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.

Engage with customers in a friendly manner.

Knowledge of the menu, with the ability to make suggestions.

Ensure tables are enjoying their meals and take action to correct any problems.

Collect payments from tables.

Prepare checks that itemize and total meal costs and sales taxes.  
Help food preparation staff when necessary.

[ 06/2018 – 09/2018 ]

### **Laundry and dry cleaning supervisor**

#### ***Grand Lake Lodge***

**City:** Grand Lake

**Country:** United States

Sorting, washing, drying, folding, ironing, and organizing all hotel laundry, which can include towels, sheets, bathrobes, napkins, tablecloths, uniforms, and more.

Removing linen that has stains or holes.

Operating washing and drying machines.

Mixing and measuring soaps, detergents, and cleaning products.

Handling guest valet laundry and dry cleaning within the agreed upon timeframe.

[ 2018 – 2020 ]

### **Server**

#### ***Aero Cafe***

**City:** Bitola

**Country:** North Macedonia

[ 01/2020 – 03/2020 ]

### **English Language Teacher in a Private School for learning Foreign Languages**

#### ***Center for Learning Foreign Languages "Milevski"***

**City:** Bitola

**Country:** North Macedonia

Driving my car to the village schools.

Planning, preparing and delivering lessons.

Preparing teaching materials.

Helping pupils improve their listening, speaking, reading and writing skills via individual and group sessions.

Checking and assessing pupils' work.

[ 12/2020 – 05/2022 ]

### **Medical Biller - Credit Balance Specialist**

#### ***Taskforce BPO***

**City:** Bitola

**Country:** North Macedonia

Post electronic payments (ERS).

Post patient remittances and insurance EOB payments for assigned segment.

Post zero-payments within.

Post payments on Contractual Accounts.

Perform necessary contractual adjustments on accounts.

Reconcile all payments from deposits to accounts posted.

Perform complex calculations to arrive at the correct patient responsibility and adjustments.

Working in multiple systems ensuring all patient accounts are balanced, posted and reconciled.

Analyze data, identify issues, reach conclusions, and propose strategies for resolution of complex reimbursement issues.

Update Insurance information.

[ 05/2022 – Current ]

### **Medical Billing Quality Control Specialist**

#### ***Taskforce BPO***

**City:** Bitola

**Country:** North Macedonia

Calculating how many claims have been worked daily by member in the team.  
Marking the number of the claims on an Excel spreadsheet.  
Going through 10% of the claims worked on a particular date (almost always the claims that had been worked the previous day).  
Detailed check on the claims if there are some errors.  
Sending emails to the members of the team that have made an error.  
Having weekly calls with both the client and the team.  
Analyzing data and judge whom from the team should be paid more attention to, and who should be rewarded.

## **Freelancer**

### ***Upwork***

## **DIGITAL SKILLS**

---

Microsoft Word | Microsoft Excel | Outlook | Social Media | Google Drive | Zoom