

CURRICULUM VITAE



PERSONAL INFORMATION

Name
Address
Telephone
E-mail

Nationality

Date of birth

Viktor Karanfilovski

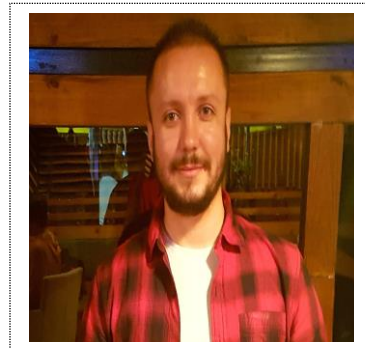
Pushkinova 1/1-26 Kisela Voda, Skopje

+38971544972

viktorkaranfilovski@gmail.com

Macedonian

21.05.1989



WORK EXPERIENCE

- Dates (from – to)
- Name and address of employer
- Type of business or sector
- Occupation or position held
- Main activities and responsibilities

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October 2021 – Current

BtoBet – Skopje, R. Macedonia

BtoBet (used to be part of Seavus) is a pioneer in the sports betting and online casino technology solutions, providing award winning sports betting and online casino solutions and a full range of management services to our partners.

Technical Support Specialist

Responding to email enquiries. Live chatting via our website to customers. Answering questions via Skype or our online platform. Creating and maintaining help guides. Providing information about products and services, take orders, respond to customer complaints, and process returns.

August 2020 – September 2021

Lanistar – Skopje, R. Macedonia

Lanistar is not a bank but a banking service provider, an intermediary that offers financial services to end users. We offer the services of a typical bank account, but with advanced UI/UX and design to make it easier and more secure than high street banks.

Customer Service Specialist

Responding to email enquiries. Answering phones. Live chatting via our website to customers. Answering questions via social media channels. Creating and maintaining help guides. Providing information about products and services, take orders, respond to customer complaints, and process returns.

EDUCATION AND TRAINING

- Dates (from – to)
- Name and type of organization providing education and training
- Principal subjects/occupational skills covered
 - Title of qualification awarded
- Level in national classification (if appropriate)

PERSONAL SKILLS

AND COMPETENCES

Acquired in the course of life and career but not necessarily covered by formal Certificates and diplomas.

MOTHER TONGUE

OTHER LANGUAGES

Indicate level: excellent, good, basic.

- Reading skills
- Writing skills
- Verbal skills

SOCIAL SKILLS AND COMPETENCES

TECHNICAL SKILLS

AND COMPETENCES

With computers, specific kinds of equipment, machinery, etc.

Certificates

DRIVING LICENCE(S)

2009 – 2013

Faculty of Philology - English Language and Literature

Modern English Language (Vocabulary and Grammar), Morphology, Phonetics and Phonology, Lexicology, Syntax and English literature

English Teacher

Hard-working, regular, kind, punctual, organized, communicative, responsible, reliable, adaptable, and ready for cooperation. Upgrading and improving knowledge connected with the English language and my future profession.

Macedonian

English	Serbo-Croatian	Bulgarian
Excellent	Good	Good
Excellent	Good	Good
Excellent	Good	Good

I am doing my tasks effectively and on time. Capable for individual work and team work.

- **Microsoft Office (Word, Excel, Power Point, Outlook).**
- **Jira, Zendesk, Slack, Vici Dial, CRM, Call Code, Cloud, X Lite, Asseba, CDAX, 3CX, DCC & Dispatch HOS.**
- **Basic knowledge of HTML and CSS.**
- **Basic knowledge of browser developer tools.**
- **Basic understanding of Network Infrastructure.**

ISTQB Tester; Agile Tester & Scrum Master

Yes, class B since 03.12.2007