

TANJA VELKOVSKA
CUSTOMER INTERACTION & SALES & HR
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WORK EXPERIENCE

October 2021 – ongoing
Customer Interaction Specialist for *Zalando Lounge Italy* at Q Experience d.o.o. Zagreb, Croatia

February 2021 – July 2021
Customer Interaction Specialist for *Philip Morris International* at TELEPERFORMANCE Skopje, Macedonia

January 2020 – July 2020
Customer Interaction & Booking Agent at *Podium Tour Operator*, San Marino

October 2019 - ongoing
Italian language teacher at *Language Centre Bronte* - Skopje, Macedonia

July 2018 – January 2020
Training & HR Support Recruiting Manager & Executive assistant to CEO at *XTRADE Branch - Macedonia Office*

November 2017 – March 2018
Professional Development Advisor at *Causal Capital Ltd* – Skopje, Macedonia

January 2016–December 2017
Customer Interaction & Sales & Account Executive at *XTRADE Branch - MTS Trading Solutions* - Skopje, Macedonia

June 2017–July 2017
Customer Interaction & Market research - Italian Language at *Data Solutions Group LLC* for GDCC - GLOBAL TELEPHONE FIELDWORK FOR MARKET RESEARCH – Skopje, Macedonia

June 2015–June 2016
Educational Support Associate for children without parental care (SOS Youth Facility) at *SOS Children's Village* – Skopje, Macedonia

January 2015–January 2016
Sales Executive & Customer Success Specialist at *Informest Consulting Export Agency* – Udine, Italy

January 2013–December 2014
Sales Executive & Customer Success Specialist at *Vista System Italia*

June 2011– July 2012
Project assistant for European Commission Program, Youth in Action–Action 2 (European Voluntary Service EVS) at *Local Democracy Agency ALDA, Croatia*

June 2011– July 2012

English language mentoring courses for children and adults at Italian community – Brtonigla Verteneglio, Croatia

June 2011– July 2012

Early childhood teacher at *Italian Kindergarten KALIMERO* – Brtonigla Verteneglio, Croatia

June 2011– September 2011

Start-up Sales Executive at *Cibando Ltd. Italy*

October 2010– May 2011

Italian language teacher for adults and beginners at *CreACTIVE Youth Association* – Skopje, Macedonia

September 2008– April 2010

Corporate Sales Executive & Customer Care Specialist at *CANON ITALIA spa* – Milan, Italy

EDUCATION AND TRAINING

October 2004 - June 2008

Undergraduate studies in Italian language and literature (interpretation and translation curricula)
Faculty of Philology at Ss. Cyril and Methodius University - *Department of romance languages* – Skopje, Macedonia

Academic year 2009 - 2011

MBA in Didactics of the Italian language at *Tor Vergata University - Italy*

December 2009 - March 2010

Teaching methodology and Psychology – professional qualification at the *Faculty of Philosophy*, Ss. Cyril and Methodius University – Skopje, Macedonia

July-August 2008

LAB – Italian language and communication course - Gemona del Friuli, Italy - Italian language, literature, history, arts and media communication

11th - 12th December 2010

Modern and innovative methods and techniques of learning - Bureau for Development of Education and Ministry of Education and Science at *Education Center Algorithm* - Skopje, Macedonia

25th – 26th August 2012

Power Reading Techniques at Centre for Education and Human Resources Development *In Optimum* – Skopje, Macedonia

May 2020

Customer Care: The optimal management at *Regional Operational Program of Toscana Region (PRO) and European Social Fund (EFS)* - Italy