



Vase Slavkovski



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Career Objectives

Career with a progressive organization that will make use of my education, customer service skills and abilities where I can effectively contribute to the operations in a capacity that best matches my skills and experience. Great team player with strong interpersonal skills. Possess an amazing, flexible and detailed oriented attitude.

Professional Synopsis

Dynamic professional with over 10+ years of experience in a customer care services, building a trustworthy staff team and training them how to look after a proper customers relation, complaint handling and service recovery.

Use to gain my professional experience with:

“TASKFORCE BPO”; “TBM Evolution Group”; “Gastronomica” - Middle East; “Shurooq” - UAE; “Carnival Cruise line” – Miami, USA; ...

Driving a service strategy for achievement of periodic and long terms targets.

A strategic thinker and observer, guiding the team members for possessing problem solving, planning, good communication and customer servicing skills.

Core Competencies

- Exercises good judgment and makes effective, sound, timely and informed decisions. Seeks to identify, analyze and resolve problems effectively.
- Upheld constant communication with all parties for prompt resolution of any operational issues, team concerns.
- Gained extensive experience in communicating with customers, effective in management and coordination.
- Training the team to Identify prospective clients, generating business from new accounts and developing them to achieve consistent profitability with Up Selling - Cross Selling techniques.
- Earned solid reputation for being enthusiastic, efficient and active customer satisfaction.
- Flexible attitude to cope up with changing customer needs and emerging with dynamic best possible service to offer.

Career History and Accomplishment

August 2021 – Current

"TASKFORCE BPO" - Skopje, N.Macedonia.

Outsourcing, consulting and business support services

Shipping clerk / Logistic agent

- Using a Manhattan WMS / Warehouse management system.

Working on tasks which provides smooth shipping & warehouse operations for a US based client.

September 2020 – August 2021

"TBM Evolution Group" - Skopje, N.Macedonia.

Business Event Organizer

Phone Agent / Sales Representative

- Research for potential event clients.
- Approaching and connecting with the correct person in charge.
- Doing a thorough presentation for the upcoming scheduled event.
- Elaborating, negotiating and convincing the client for their benefits in taking a part to the event.
- Closing a successful deal.

October 2018 – March 2020

"SLIDER STATION" - Jumeirah 1, Dubai, UAE.

Guest Relation Manager

- Reporting and assisting to the restaurant General Manager in day-to-day operations.
- Developing, achieving and maintaining a memorable dining experience.
- An excellent communicator who always stays positive towards difficult situations while being reliable and customer-oriented.
- Always closely attending to any guests and provide among their inquiries.
- Excellently creating and yet presenting an overall warmly welcoming image of the entity.
- Encouraging great customer service throughout the restaurant operations.
- Coordinating with the other Managers and Chefs in charge to maintain a total dining experience across the restaurant including FOH, BOH and the delivery operations.
- Conducting daily briefings.
- Implementing staff incentives.
- Implementing and maintaining standards and procedures.
- Setting general standards to run throughout the restaurant.
- Staff training and development.
- Screening and employing staff.
- Building and maintaining good guest relations.

February 2016 - July 2018

“SHUROOQ” – Sharjah Investment and Development Authority,
Government of Sharjah

Outlet Manager of:



“Jones The Grocer” – franchised branch located at the Flag Island, Sharjah.



“Noor Café” – individual F&B project located at the Noor Island, Sharjah.

- Creating, leading and running the entire operation of front and back of the house;
- Working on an overall marketing and promotional plan;
- Creating of a budgeting plan;
- Composing and implementing an entire system for delivery service operation;
- Organizing a massive VIP events and outside functions;
- Implementing and following the standards of the franchised brand as per **“Jones The Grocer”** corporate, Dubai.

Education

1997 - 2001

D.S.U.C. "Georgi Dimitrov" – Skopje, Macedonia.

Personal Details

Nationality:

- **Macedonian**

Date of Birth:

- **14th of January, 1982**

Foreign Languages:

- **English**