

Klimentina Markovikj

Sales and Tourism Manager



Information

Date of Birth: 25 February 1987
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Education

March, 2022 - Present
Digital Marketing Academy
Creative Hub - Skopje, Macedonia

October, 2007 - June, 2012
BA in Management in Tourism and Hospitality
University St Kliment Ohridski - Bitola
Faculty of Tourism and Hospitality - Ohrid, Macedonia

Certifications

LinkedIn Certificates - January, 2022
HR Foundations; HR as a Business Partner
Digital Marketing Foundations
Recruiting Foundations

UTMS, Macedonia - September, 2019
Travel Companion Certificate

Alison, Ireland, August, 2015
Diploma in Human Resources

Adria Airways, Slovenia, October, 2012
T1 and R1 Courses in CRS - IATA and Amadeus

Languages

Macedonian - Native
English - Fluent
Serbian - Fluent
German - Basic
Spanish - Basic
Bulgarian - Basic

RECOMMENDATIONS AND REFERENCES

Available upon request



Work Experience

TOURISM CONSULTANT July, 2019 - January, 2022

Martin Travel Agency - Veles, Macedonia

- Helping clients identify their ideal travel package based on their suggestions and requirements.
- Studying and assimilating all information regarding travel destinations such as prices, weather, language, currency, customs, etc.
- Regularly maintaining a good relationship with customers.
- Providing end to end service while organizing a trip from booking the tickets, reserving the hotels and creating the itinerary.
- Selling the appropriate tour package to the right customer.
- Resolving any problem that arises regarding the trip for the customer.
- Staying up to date on domestic and international travel trends.
- Posting relevant content on social media regarding upcoming travel arrangements.
- Updating the company website content according to the season and active travel packages.

ONLINE SALES MANAGER June, 2017 - April, 2019

D Sport - Skopje, Macedonia

- Managing and directing an e-commerce sales force to achieve sales and profit goals
- Designing and recommending online sales programs and setting short and long-term online sales strategies
- Posting relevant content on social media regarding new arrivals, promotions and seasonal campaigns
- Updating the company website content regarding new products and prices
- Ensuring that company goals are met and adhering to approved budgets
- Creating and maintaining positive client relationships to build business.
- Working with sales team to identify opportunities for new markets and growth.
- Developing and maintaining sales records of sales meetings, sales calls, new sales, closed sales, follow-up activities, etc.
- Providing excellent customer service by addressing and resolving customer queries/issues in a timely manner.
- Developing best practices for online sales and customer services.
- Creating innovative ways to build business from individual accounts.

SENIOR SALES ASSOCIATE/BRAND COORDINATOR February, 2016 - June, 2017

Apparel Group - Dubai, United Arab Emirates

- Coordinating with the stores, carriers and customers for a smooth delivery of the desired product to the destination
- Preparing weekly and monthly sales reports from stores and online through Magento
- Handling customers questions, complaints and issues
- Updating the stores and the customers of the status of pending orders
- Sending daily reports to the stores of all created orders in the system
- Providing information to callers
- Assisting the customers in selecting the right product
- Converting the window shoppers to ultimate buyers
- Promoting the Club Apparel Loyalty Program
- Serving customers with the highest standards and following the company guideline of selling
- Ensuring all stock is laid out and displayed in order to attract customers and per standard layout norms
- Ensuring all VM guidelines are followed

SALES ASSOCIATE AND ADMINISTRATOR October, 2015 - January, 2016

Kares Group - Skopje, Macedonia

- Communicating with customers for better understanding of the products whilst providing courteous and professional customer service
- Selling and financial responsibilities in the process, ensuring accuracy of money count and contents
- Analyzing stock quantity and quality
- Handling customers questions, complaints and issues efficiently
- Preparing and generating reports via Collabox - company's software
- Organizing stock in the store and warehouse according to standards

SUPERVISOR/ MANAGER IN FRESH FOOD DEPARTMENT February, 2013 - July, 2015

MONOPRIX Supermarket (Ali Bin Ali Est.) - Doha, Qatar

- Managing team of staff in the section, organizing the schedule and daily responsibilities
- Meeting financial objectives, reaching the daily, weekly and monthly target
- Analyzing sales for forward planning
- Analyzing wastage records
- Ensuring standards for quality, customer service and safety are met
- Collaborating with local and import suppliers
- Making purchase orders from local and import suppliers
- Organizing the staff during inventory and ensuring accurate results
- Managing different departments within the store
- Handling customers questions, complaints and issues
- Monitoring local competitors

Technical Skills

- Microsoft Office - Excel, Word, Power Point
- Internet
- Social Media
- Knowledge of Canva
- Knowledge of G.O.L.D and ASW Retail System Software
- Knowledge of Magento E-Commerce Software
- Knowledge of CRS - IATA and Amadeus
- Knowledge of Wordpress
- Knowledge of World Cheese
- Certificate for Travel Companion
- Drivers License - B Category

Personal Skills

- Excellent communication skills
- Hard working person, with ability to prioritize situations
- Ability to work under pressure and with given objectives to achieve
- Excellent customer service - handling issues and resolving situations
- Ability to delegate the right assignments to the right people
- Organized and flexible
- Ability for team work and multitasking
- Creative person, with artistic skills