



Irena Cvetkovska

Customer Service Support Specialist

Dedicated Customer Service Support Specialist able to provide quality care and value added service for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Passionate about customer service and ready to join my next team.



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Skopje, Macedonia

SKILLS

Excellent
Communication Skills

Ability to Work Under
Pressure

Decision Making Skills

Advanced Computer
Skills

Ability to Work in a Team

Critical thinking and
problem solving skills

LANGUAGES

English
Full Professional Proficiency

Bulgarian
Full Professional Proficiency

Serbian
Full Professional Proficiency

Croatian
Full Professional Proficiency

INTERESTS

Various sports like
aerobic, hiking and
cycling

WORK EXPERIENCE

Customer Service Support Specialist

www.euroanswer.co.uk/call-centeroutsourcing/Delivery Center Skopje

10/2006 - Present

Provider of Business Process Outsourcing (BPO) and Information Technology Outsourcing (ITO) services

Achievements/Tasks

- Promptly responding to customer queries via email, live chat, video, phone
- Immediately escalating serious complaints or issues that you are not equipped to deal with.
- Liaising with colleagues or managers to find the best solutions to customers' issues.
- Identifying common problems and escalating them to management, along with possible suggestions for improvement, wherever possible.
- Maintaining a polite, helpful, and professional manner at all times.
- Obtaining and sharing customer feedback with colleagues and other departments so that products and services can be improved.
- Familiarizing yourself with new products and services as they are introduced.
- Attending workshops and meetings as required.
- Providing training to new customer service agents.
- Respecting client confidentiality at all times.

ORGANIZATIONS

"Lihnidos"- Nongovernment organization for protection of Natural and Cultural Heritage of the Ohrid region; (02/2000 - Present)

Member

CERTIFICATES

Certificate for Internal Audit of ISO 9001 Quality Management System
(11/2003 - 04/2004)

EDUCATION

Textile Technology Engineering

Faculty of Technology and Metallurgy, Ss. Cyril and Methodius
University, Skopje

10/1993 - 01/1999