

LJUBINKA CAVDAROVSKA

HUMAN RESOURCES AND CULTURE MANAGER



About

Experience and self-motivated Human Resources Manager with +3 years of experience in the Human Resources Department in the It industry. Excellence in recruitment strategies, process improvements, employee development, compliance with company values in-depth understanding of company goals and culture. A highly competent communicator with skills in developing initiatives that improve company success and growth.

Experience

October 2019 - Present

Karpa na Evropa

Human Resources and Culture Manager, Bitola

As a Culture and HR manager, I'm included :

- in defining the advertisements for an open position in the company.
- I'm in charge of the Culture Interview, where I explain the company values, and the company's why.
- the next step is my include in the first two weeks, training and presenting the company core values, company concept of working, etc.
- and the other part of my role is to enhance and support the company culture, and team spirit among all colleagues.

October 2018 - October 2019

Karpa na Evropa

Team Lead- Customer Loyalty Team, Bitola

- responsible for providing outstanding customer service by leading and motivating the Customer Support team, and also developing loyalty programs to increase customer satisfaction.
- analyzing statistics and compiling accurate reports
- recruiting, mentoring, and developing customer service team members
- organizing and leading team meetings

Skills

- People Management, Time Management, Office Management
- Collaboration skills, Problem Solving, Conflict Resolution ,
- Analyzing Thinking, Leadership, Teamwork, Coaching
- Open-minded person, Flexible, Mentorship

Contact

🏠 Bitola

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August 2017 - December 2019 **Karpa na Evropa**
Customer Loyalty team- Customer support, Bitola

- helping customers with complaints and questions, giving customers information about products and services, taking orders, and processing returns
- generating and developing new customers, and identifying and assessing customer needs to achieve satisfaction

February 2017 - August 2017 **Nelt Group Macedonia**
Key Account Executive, Southwestern Macedonia

- preparing a sale plan including a forecast based on the targeted goal by aligning to the company goal
- planning strategy to acquire new customers with ambition and passion to achieve high results in order to maximize revenue and profit for enterprise sales through offering enterprise services
- meetings with Managers of big markets

April 2016 - August 2016 **Rothstein International Development**
Customer Service Representative, Bitola

- working with clients who have complaints, orders, or require information about products/services purchased from the organization
- providing solutions for every situation, and prioritizing the customers' needs at each step of the process

Education

2004 - 2008 **Faculty of Administration and Management of Information Systems**
St Kliment Ohridski University , Bitola
During my studies, I gained a lot of knowledge in the field of Management, Human Resources, law, as well as Economic and Legal fields, Human rights, etc

Seminar and training

SEMINARS AND TRAINING

- Master in Digital Marketing
Institute for Business and Management – Heidelberg Skopje
February 2022- Present (finish in March 2023)
- Social Media Marketing- Content Creation
Lakeview Roscoe Village Chamber of Commerce
June 2022
- ✓ - Trends of workspace culture 2021
Zoom conference with Brigitte Hyacinth
April 2021
- Global Leadership Summit - Skopje
November 2019
- Global Leadership Summit - Skopje
November 2018
- Dream Express seminar - sales skills
Skopje October 2014