



Zoran Cvetkovski

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Skills & License

- Computer skills (Microsoft Office, CRM's, Microsoft SQL Management studio, MetaBase, Adobe Photoshop, Internet, Good knowledge of computer software - capable of repairing minor problems);
- Social skills (an outgoing, kind and open - minded personality, a highly responsible, well - organized, efficient and punctual working style, with the competencies of team worker, group leader, ability to learn, immunity of stress, international / inter - cultural working environment, network building / maintaining and continuous self - development);
- License of Professional Tour Guide (Issued by the Association on Tour Guide in Republic of Macedonia);
- Driving license - B

Languages

- Macedonian (native language)
- English (excellent read, written and spoken)
- Serbo - Croatian (excellent read, written and spoken)
- Bulgarian (excellent read, written and spoken)

Experience

FEBRUARY 2021 -

Data Manager / Call Center “ENVISION” / “ASPIRE” - Skopje

- Making daily and monthly reports;
- Making reports with statistics;
- Following and reaching the monthly target;
- Communications with affiliations;
- Navigating the working progress
- Motivating the teams

MAY 2020 - FEBRUARY 2021

Shift Manager / Call Center “PROSPER TOP” / “LIONED GROUP” - Skopje

- Dividing clients to team leaders;
- Making daily and monthly reports including elaborations for team leaders and their teams;
- Making reports with statistics;
- Setting monthly targets and following through;
- Communications with affiliations;

JANUARY 2019 - MAY 2020

Sales Team Leader / Call Center “PROSPER TOP” - Skopje

- Dividing clients to agents and helping them to reach their goals;
- Making daily and monthly reports including elaborations for agents on my team;

FEBRUARY 2018 - JANUARY 2019

Sales Agent / Call Center “PROSPER TOP” - Skopje

- Contact all the potential customer to present the company and services;
- General and detailed explanation of the online platform;
- Activate the maximum number of new clients;

OCTOBER 2017 - JANUARY 2018

Sales Agent / Call Center “ALEF Business Solutions” - Skopje

- Contact all the potential customer to present the company and services;
- Activate the maximum number of new clients;
- General and efficient explanation of the online platform;

JULY 2017 - OCTOBER 2017

Sales Agent / Call Center “MTS Trading Solutions” - Skopje

- Contact all the potential customer to present the company and services;
- Activate the maximum number of new clients;
- General and efficient explanation of the online platform;

FEBRUARY 2017 - MARCH 2017

Customer Service Representative / Call Center “ONE CONTACT” - Skopje

- Provide information to customers and general inquiries;
- Listen, analyze and take appropriate actions to ensure that customer issues are resolved satisfactory and in a timely manner;
- Follow internal company guidelines in regard to call handling;

OCTOBER 2015 - FEBRUARY 2017

Tourist Agent, Tour Guide / Travel Agency “APEX FOUR” - Skopje

- Promoting travel arrangements, tour packages and excursions;
- Processing Health and Travel Insurance;
- Inbound Group Tour guide;
- Managing invoices;
- Preparation of documents for tender;
- Participation of an auction;

JUNE 2015 - SEPTEMBER 2015

Sales Agent, Tour Guide and Receptionist / Travel Agency “ADRIATIC MAVROVO” and Hotel “ADRIATIC INN” - Skopje

- Promoting travel arrangements, tour packages and excursions;
- Processing Health and Travel Insurance;
- Inbound Group Tour guide;
- Managing invoices;
- Registration of guests in book for guest;
- Giving some basic information;

MARCH 2014 - OCTOBER 2014

Sales Agent and Tour Guide / Travel Agency “MERION TRAVEL” - Kumanovo

- Promoting travel arrangements, tour packages and excursions;
- Designing programs of excursions;
- Processing Health and Travel Insurance;
- Inbound Group Tour guide;
- Managing invoices;

AUGUST 2012 - NOVEMBER 2013

Tour Guide / Travel Agency “FIBULA AIR TRAVEL” - Ohrid

- Airport pick - up service and Sales of excursions;
- Guiding trips - cultural and historical sights of the cities and life in the Republic of Macedonia;

JUNE 2009 - AUGUST 2013

Waiter and General Supervisor of the bar / Discotheque “PARK 4 SEASONS” - Ohrid

- Head Host of customers;
- Supervising the bar and the staff;
- Contacting person of the beverage suppliers;
- In charge of daily income of the bar;

Education

2007 - 2010

Bachelor Degree of Tourism and Hospitality Management

St. Clement of Ohrid University - Bitola (Faculty of Tourism and Hospitality - Ohrid)

2003 - 2007

Diploma of Economic Technician

High School for Economics "Pero Nakov" - Kumanovo