

**BUJAR MJAKU**

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**PROFESSIONAL SUMMARY**

Hardworking professional seeking employment. Bringing forth a motivated attitude and a variety of powerful skills. Adept in various social media platforms and office technology programs. Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proficient in various platforms, languages, and embedded systems. Committed to utilizing my skills to further the mission of a company. Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Highly competent communicator skilled in multitasking and effectively communicating with others.

**EMPLOYMENT HISTORY**

Vizion Media, Skopje, North Macedonia Aug. 2018 – Jul. 2021  
Call Center Agent/Customer Service,

- Confer with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Obtain and examine all relevant information to assess the validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Handle inbound calls, answer customer inquiries, and resolving issues
- Diffuse intense customer situations to maintain high-level of satisfaction

**EDUCATION**

South East European University - Skopje, Cair  
Bachelor degree: English

**SKILLS**

- |                                |                                  |                         |
|--------------------------------|----------------------------------|-------------------------|
| -Effective Listening           | -Patience and serenity           | -Taking Responsibility  |
| -Self-Control                  | -Positive, constructive attitude | -Problem solving skills |
| -Product and service knowledge | -Clear Communication Skills      | -Time Management        |
| -IT Skills                     | -Confidence and empowerment      | -Communication skills   |
| -Listening skills              |                                  |                         |