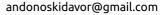


Davor Andonoski

Insurance Team Lead



+389 78 369 112



linkedin.com/in/andonoskidavor

With extensive leadership experience in outsourcing, analysis, sales, and proficiency in Excel, I am committed to achieving excellence. I pay close attention to details and strive for continuous improvement.

EDUCATION

 Manager in Culture, Faculty of Tourism and Hospitality Faculty of Tourism and Hospitality / University St. Kliment Ohridski in Bitola

2015 - 2020 Ohrid, Macedonia

WORK EXPERIENCE

Insurance Team Lead

Taskforce BPO

09/2022 - Present

Prilep, Macedonia

Tasks

Starting new clients, setting up systems, giving clear directions to team members, setting the strategy and monitoring progress, monitoring team performance and reporting on metrics, quality control with monitoring team member's performance, quality assurance, etc.

Insurance Specialist

Taskforce BPO

08/2021 - 09/2023

Bitola, Macedonia

Insurance Broker Assistant

WVP Group

06/2020 - 08/2021

Prilep, Macedonia

Tasks

- Building and maintaining business relationships with clients, researching insurance policies and products, negotiating policy terms and costs with insurance provider, scheduling and attending meetings.

Bar Server

Celebrity Cruises

01/2020 - 06/2020

Miami, Florida, United States

suggest, serve, and sell beverages and beverage packages to international guests.

Warehouse

LC Waikiki

04/2017 - 01/2019

Ohrid, Macedonia

Visual Merchandiser - presenting products in a visually appealing way to enhance the shopping experience and drive sales.

Data Entry Associate

Garrets International

11/2013 - 01/2016

London, United Kingdom

Tasks

Accuracy and precision, Handling customer enquiries, Spreadsheet Analyst, Excel Specialist, Analysis and Reporting.

SKILLS

Creativity and Innovation

CERTIFICATES

Taskforce Insurance Leadership Academy (TFIP) (12/2022)

Issuing Company: Taskforce BPO / Insurance Education and Quality Control Specialist - Tonya Hunter, AU

LANGUAGES

Macedonian

Native or Bilingual Proficiency

English

Full Professional Proficiency

INTERESTS

Leadership Teamwork Exploring other cultures Gardening Camping