

Ana Kostovska

An enthusiastic candidate with exceptional written and spoken English skills, coupled with a high degree of empathy, passion and dedication.

Skopje, North Macedonia

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Education/Certification

Family Studies at Faculty of Philosophy - Class of 2020

FCE Certificate in English - B2

Experience

Volunteer at “Humanost” organization

- Assisting elderly people, providing emotional and social support.
- Helping intellectually disabled people meet their everyday needs.

F-stop - Customer Success Specialist

07.2021 - 10.2021

Assisting customers with questions about the company's products. The company's goal was the development, design, and delivery of camera backpacks and bags.

- Resolving and answering customers' queries via live chat, e-mails, and inbound calls and helping them find the right product for them.
- Social media coordinator – engagement with customers via direct messaging on Instagram, comments and likes, forwarded the potential collaborations and sponsorships to the correct department.
- Looking into customers' warranty claims and deciding on how to proceed with the process.
- Making follow up calls to customers to offer support and collect feedback.