

GERMAN NIKOVSKI

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Skopje, North Macedonia

About Me

Work dedicated, fast learner, responsible, reliable and innovative. Developed sense for: organization, workflow, teamwork, performance of tasks in short-term conditions

Experience

A1 Macedonia- July 2019 - Present

Started at A1 Macedonia where I was a paid intern for four months after which I was employed full time as a Junior Customer Service Agent and handled mobile cases and learned using SugarCRM, Amdocs, and Blizoo's program Ara4.

After showing my hard work and dedication to learn and lead I got promoted to Customer Service Agent and besides my skills of handling the residential and mobile service cases I acquired technical skills and could also handle the cases which include problems with our client's internet and TV technologies like DVB-T and DVB-C, Cable Docsis, LAN, SA BSA and FTTH as well as working closely with our Online Support team to help the customers via email and social media platforms.

Having worked at this position for the last 2 years and 9 months I decided that I want to expand my knowledge and experience and have a go at Online Sales so starting from 04.2022 I'm an Online Sales Specialist at A1.

Education

SUGS Rade Jovcevski Korcagin
2013-2017

Faculty of Philosophy - Social work and politics
2017 - 2019

Brainster - Digital Marketing -
October 2020 - May 2021

Language

Macedonian • Native
English • C1