

LJUBINKA CAVDAROVSKA

PEOPLE AND CULTURE SPECIALIST



About

Experience and self-motivated Human Resources Specialist with +3 years of experience in the Human Resources Department in the IT industry. Excellence in recruitment strategies, process improvements, employee development, compliance with company values in-depth understanding of company goals and culture. A highly competent communicator with skills in developing initiatives that improve company success and growth.

Experience

October 2019 - Present **Karpa na Evropa**
People and Culture Specialist, Bitola

- defining the advertisements for an open position in the company.
- in charge of the Culture Interview
- take part in the first two weeks of training and present the company core values, company concept of working, etc.
- hire the right person
- enhance and support the company culture, and team spirit among all colleagues
- participates in creating the employee's policies, documentation, etc
- create a safe work environment
- manage employee benefits,

Skills

- People Management, Time Management, Office Management
- Collaboration skills, Problem Solving, Conflict Resolution ,
- Analyzing Thinking, Leadership, Teamwork, Coaching
- Open-minded person, Flexible, Mentorship

Contact

- 🏠 Bitola
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**October 2018 -
October 2019** **Karpa na Evropa**
Team Lead- Customer Loyalty Team,
Bitola
- responsible for providing outstanding
customer service by leading and
motivating the Customer Support team,
and also developing loyalty programs to
increase customer satisfaction.
- analyzing statistics and compiling
accurate reports
- recruiting, mentoring, and developing
customer service team members
- organizing and leading team meetings

**August 2017 -
December 2019** **Karpa na Evropa**
Customer Loyalty team- Customer support,
Bitola
- helping customers with complaints and
questions, giving customers information
about products and services, taking
orders, and processing returns
- generating and developing new
customers, and identifying and assessing
customer needs to achieve satisfaction

**February 2017 -
August 2017** **Nelt Group Macedonia**
Key Account Executive, South
western Macedonia
- preparing a sale plan including a
forecast based on the targeted goal by
aligning to the company goal
- planning strategy to acquire new
customers with ambition and passion to
achieve high results in order to maximize
revenue and profit for enterprise sales
through offering enterprise services
- meetings with Managers of big markets

**April 2016 -
August 2016** **Rothstein International Development**
Customer Service Representative,
Bitola
- working with clients who have
complaints, orders, or require information
about products/services purchased from
the organization
- providing solutions for every situation,
and prioritizing the customers' needs at
each step of the process

Education

2004 - 2008 **Faculty of Administration and Management of Information Systems**
St Kliment Ohridski University , Bitola
During my studies, I gained a lot of knowledge in the field of Management, Human Resources, law, as well as Economic and Legal fields, Human rights, etc

Seminar and training

SEMINARS AND TRAINING

- Master in Digital Marketing
Institute for Business and Management – Heidelberg Skopje
February 2022- Present (finish in March 2023)
- Social Media Marketing- Content Creation
Lakeview Roscoe Village Chamber of Commerce
June 2022
- ✓ - Trends of workspace culture 2021
Zoom conference with Brigitte Hyacinth
April 2021
- Global Leadership Summit - Skopje
November 2019
- Global Leadership Summit - Skopje
November 2018
- Dream Express seminar - sales skills
Skopje October 2014