



Contact

🏠 Skopje
☎ 071/879-062
✉ karovdane@gmail.com

Interests

Hobbies and interests

Hobbies and interests
Crossfit
+ Movies
Music
Drawing, painting
Exploring cultures

Skills

English language

Reading	●	●	●	●	●
Speaking	●	●	●	●	●
Writing	●	●	●	●	●
Listening	●	●	●	●	●

Google sheets\Microsoft Excel

Skill	●	●	●	●	●
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Driving license B category

German language	●	●	●	●	●
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SLOBODAN KAROV

Profile

Energetic and optimistic customer service representative with over 5 years of professional experience assisting customers in solving complex issues.

Highly motivated and positive individual with great organizational and communication skills.

Big enthusiast into learning and discovering new spheres for gaining more knowledge.

Customer efficient problem solver, research oriented and proactive.

Experience

Bet in Asia
Nov 2018 - Oct 2021

Customer support Skopje

- Creating templates as quick and easy way to respond to customers and maintain high efficiency rate
- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by your team.
- Resolving customer complaints, problems related to their profiles and usernames
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using CRM programs.
- Analyzing data to inform business development and campaigns.
- Working with IT to manage CRM system and data warehousing updating news on Portal etc...
- Using Zendesk as a working tool, email ticketing and live chat.

Paragon EU
Sep 2016- Sep
2018

Team leader of telesales and customer service, Skopje

- Telephone sales throughout Europe using Erasmus program, internship.
- Creating opening dialog ,lead and direct the team to make high sales
- Monitoring the performance of the team
- Representing English communication school in Malta.
- Selling English courses for staff, students and career professionals.
- Research creating lead generation , building contacts.
- Closing sales
- Maintaining a positive, empathetic, and professional attitude toward students at all times.
- Processing orders, forms, applications, and requests.
- Ensure students satisfaction and provide professional customer support.

International solutions center |
Jan 2014 - April
2016

Customer support agent (Back office) , USA Miami

- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Responding promptly to customer inquiries. (Guests from hotels in US) based in Miami
- Communicating with employees which are present in the hotel and navigate them through the process
- Acknowledging and resolving customer complaints.
- Processing orders and requests.
- Ensure customer satisfaction and provide professional customer support.

High School

2006 - 2010

Economic department

DobriDaskalov HighSchool ,Kavadarci

2010 - Present

Economic Faculty (E-Business),

Ss. Cyril and Methodius, Skopje