



# Katerina Todorova

Motivated, disciplined, reliable individual with drive and initiative, thorough attention to detail, with excellent time management and task prioritization skills. Seeking a position with ample opportunity for professional growth and career advancement. Committed to performing all tasks with the highest level of professionalism and competence.

## CONTACT

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## COURSES

Accounting Course  
SUGS Arsenij Jovkov - Skopje

## EDUCATION

2002 - 2006

FAMIS - Graduated Public Administrator

1998 - 2002

DSEU "Jane Sandanski" - Bitola

## WORK EXPERIENCE

2017 - Current **A1 MAKEDONIA (Indirect Sales Handy Telecom)** **Role - Sales Agent**

Roles and Responsibilities

Bill payments and invoicing  
Closing and underwriting contracts, individual and business  
Customer Service/problem solving  
Customer retention and negotiations  
Customer complaint handling  
Personal training and development  
Staff training and development  
Product training, new promotions and technology updates  
Training and awareness of competitor offerings  
Upskilled and trained on 4 different technology programs, Sugar, Universum, Burton, Partner web  
Fast Credits  
Other responsibilities include relief assistant manager and banking

2015 - 2016 **PARTNER (AGENCY OF TEMPORARY EMPLOYMENT)** **Role - Administration**

Recruitment, interviewing and hiring  
Onboarding  
Contracting  
Temporary employment

2012 - 2014 **DOOEL ROYAL LTD - SKOPJE** **Role - Sales Assistant & Administration**

Roles and Responsibilities  
Sales and marketing household appliances (Monthly promotions)  
Payroll and book keeping  
Banking  
Customer Service

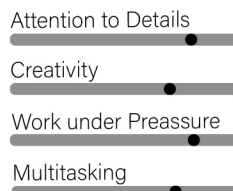
2011 - 2012 **DOOEL IZO DIZAJN - BITOLA** **Role - Administration and Finance**

Roles and Responsibilities  
Project Co-ordinator  
Reporting company financials, monthly and yearly  
Data Analysis  
Compliance and audits  
Banking

2006 - 2010 **SPORT BETTING OPERATOR "TWINS"** **Role - Assistant Team Leader**

Roles and Responsibilities  
Training and Development  
Cashier, responsible for payouts and banking  
Customer Service  
Responsible for opening and closing inclusive of, updating of sport bet results and reporting  
Maintenance of shop presentation

### SKILLS



### LANGUAGES

