

MARIJA JANEVSKA

CUSTOMER SUCCESS PROFESSIONAL

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SUMMARY

- Profile: Customer Success Manager, Sales Manager with 13+ years of diversified experience, providing innovative solutions
- Expertise: Banking, Finance, Project Management, Team Leadership, B2B, B2C, Marketing
- Education: Bachelor in Marketing

AREAS OF EXPERTISE AND SKILLS

- Communication skills
- Analytical Skills
- Presentation skills
- Budget and Cost Management
- Coaching and Mentoring
- Customer Service and Retention
- Agile Methodologies | Scrum |

WORK EXPERIENCE

1/2011 – present

Branch Manager – Team Lead at Sparkasse Bank Makedonija (Macedonia)

- Responsible for managing a branch that represents 3% of bank's portfolio
- Increased customer base for 6% per year
- Implementing activities focused on fulfilling company's objectives
- Coordinating activities and employees in branch
- Communicating with lot of VIP and retail clients on a day base, negotiate with them in order to fulfill their requirements and needs and bookkeeping their account
- Directing all operational aspects including customer service, administration and sales in accordance with the bank's objectives
- Planning forecasts, financial objectives and business plans in order to fulfill given target
- Leading the team of 5 employees. Responsible for human resources in the branch, providing training, coaching, salaries and promotions of the employees by implementing motivational techniques
- Taking initiatives for creating new products and services and improvement of the existing by constant communication with Retail product development department, Marketing and IT thus improving customer satisfaction and loyalty
- Initiating customer feedback in order to deliver their satisfaction and loyalty
- Customer relationship management (CRM) - Maintaining strong business relations with the customers (B2B and B2C)
- Supporting the operational design and delivery of customer programmes in a highly targeted and relevant way, to deliver maximum value to and from each customer
- Maintaining and increasing the company's profitability
- Continuous market and customer analysis
- Competitive intelligence Business intelligence on market trends
- Coached 50+ colleagues, mentored 15 trainees of which 3 are now in managerial positions

3/2008 – 1/2011

Branch Officer at Sparkasse Bank Makedonija (Macedonia)

- Significant results that led to a promotion to Team Leader/ Branch Manager
- Employee of the year 2010

EDUCATION

2003 - 2007

Ss Cyril and Methodius University - Institute of Economics (Macedonia)

- Bachelor in Marketing

RELEVANT TRAINING AND COURSES

- ISTQB Software Testing Foundation Certificate
- Certificate for good knowledge and work with clients align to Sparkasse Group standards
- Microsoft Excel
- Modern Project Management methods – Scrum Methodologie

LANGUAGE

- Macedonian (native or bilingual proficiency)
- English (full professional proficiency)
- German (moderate)

HOBBIES AND PASSIONS

- E-learning
- Fitness and Team Sports
- Skiing
- Dancing