

# Danijela Sipkoska

**Nationality:** Serbian

 (+389) 75204161

**Date of birth:** 05/04/1991

**Gender:** Female

 **Email address:** [danijelamanovska@hotmail.com](mailto:danijelamanovska@hotmail.com)

 **Viber :** Danijela Sipkoska

 **LinkedIn :** <https://www.linkedin.com/in/danisipkoska/>

 **Address :** Pitu Guli 40/ 19, 7000 Bitola (North Macedonia)

## WORK EXPERIENCE

---

### Help Desk Assistant

**Cloud First Inc:** January [2021]

**City:** New York

**Country:** USA

- Handling issues regarding MS 365 (adding licenses, troubleshooting MS 365 APPs)
- Communicating with clients via email and phone on daily basis and providing them technical support
- Using Azure, Microsoft Partner, CW Automate and Connect Wise Manage
- Tracking company own devices that are with the clients
- Assigning new devices to clients and assisting on the shipment
- Auditing tickets from CW Manage and giving feedback to the technical support.
- Creating processes to improve the work of the team.

### Marketing Assistant

**Cloud First Inc** December [2021]- March [2023]

**City:** New York

**Country:** USA

- Using Keap CRM tool, TMT and LinkedIn for lead generation, and automation of marketing campaigns
- Providing Reports from CRM
- Communicating with clients via email and phone on daily basis
- Calling leads and confirming the information that we have in Keap.
- Calling leads for follow up for campaigns.
- Scheduling meetings, taking notes and distributing them.
- Assisting on adding Cloud First to Microsoft Marketplace
- Recruitment video meetings and providing feedback to HR Team.
- Creating and editing calling scripts
- Assisting and giving feedback on the marketing materials such as flyers, postcards, newsletters, ...

### Intern

**Gecko ICT** [ 2019]

**City:** Bitola

**Country:** North Macedonia

- learning about front end development (HTML, CSS, JavaScript)

### Assistant Buffet Steward

**Princess Cruises / Diamond Princess** [ 11/2013 - 04/2014]

**City:** Santa Clarita  
**Country:** United States

### Buffet Steward

***Princess Cruises / Grand Princess*** [ 11/2014 - 04/2015]

**City:** Santa Clarita  
**Country:** United States

### Junior Waitress

***Princess Cruises / Diamond Princess*** [ 11/2015 - 04/2016]

**City:** Santa Clarita  
**Country:** United States

### Purser

***Princess Cruises / Diamond Princess*** [ 09/2016 - 02/2017]

**City:** Santa Clarita  
**Country:** United States

## EDUCATION AND TRAINING

---

### Financial technician

***School of Economics*** [ 2006 - 2010 ]

**Address:** 23300 Kikinda (Serbia)

<http://ekonomskaki.edu.rs/>

## LANGUAGE SKILLS

---

Mother tongue(s):

**Serbian**

**English**

LISTENING: C1 READING: C1 UNDERSTANDING: C1

SPOKEN PRODUCTION: B2

SPOKEN INTERACTION: B2

**Macedonian**

LISTENING: C2 READING: C2 UNDERSTANDING: B2

SPOKEN PRODUCTION: B2

SPOKEN INTERACTION: C1

**Spanish**

LISTENING: B2 READING: A2 UNDERSTANDING: B2

SPOKEN PRODUCTION: A2

SPOKEN INTERACTION: A2

## DIGITAL SKILLS

---

HTML 5 / CSS 3 / Keap /TMT/ Microsoft Office 365/Connect Wise Manage/Automate/G suite including GMass.

## ORGANISATIONAL SKILLS

---

Goal setting and meeting expectations on time

Problem solving.

Implementing strategy