



Stefani Danailovska

Customer Support Specialist

ul. Bul. Makedonska Vojaska
10/1-12, Gyorche Petrov,
Skopje

+389 75 225 899
stefani.danailovska@gmail.com

Summary

Dynamic and motivated Customer Support Specialist with a proven record in digital communication, customer support, and social media. Strong decision-making, creativity, and problem-solving skills. Fluent English speaker, excellent written English, with outstanding communication skills.

SKILLS

- Microsoft Office
- Customer Service/Support
- Teamwork
- Communication
- Adaptability
- Fast Learner
- Creative Thinking
- Hard Working
- Good Team Player

EDUCATION HISTORY

Faculty of Economics, SS. Cyril and Methodius University, Skopje
Bachelor of E-Business
October 2017 – November 2021

WORK EXPERIENCE

Customer Support Specialist at Vita Media Group, Skopje
February 2023 – Present

- Answering all the questions and concerns on chat Freshdesk
- Providing support for the users for all the issues they might have
- Daily testing of the EP pages for broken links, and text issues;
- Monthly crediting of bonus packages
- Monthly sending Trustpilot offers to satisfied customers
- Posting on Social Media channels
- Facebook manual invitation to the valuable users
- Monitoring and resolving customer complaints on social media and chat
- Informing customers about new offers, features, functionalities

PR and Digital Communications Specialist at Vita Media Group, Skopje
November 2021 – February 2023

- Creating content calendars for Social Media
- Writing creative content for the company and the products across different social media channels
- Writing news for the website
- Website Administration - WordPress activities
- Writing internal newsletters
- Helping with the office activities

Digital Marketing Intern at Kara5, Skopje
June 2021 – October 2021

- Creating content calendars for Social Media
- Market and keyword research analysis
- Setting Google Ads campaigns
- Competitor analysis
- On-site SEO analysis

Digital Marketing Intern at Kares Group, Skopje
March 2021 – May 2021

- Creating Social Media Content and organizing profiles on Instagram and Facebook
- Website Administration - WordPress activities

Digital Marketing Intern at Axeltra, Skopje
November 2020 – February 2021

- Lead generation - Gathering data regarding the potential customers and their competitors
- Working on Marketing Plan - Goal: Get one client by the end of June

Sales Assistant at DM - Drogerie Markt
October 2020 - November 2020

- Communication with customers and their needs on a daily basis
- Helping customers to buy what they want and need

Front Desk at Berkeley Oceanfront Hotel, New Jersey, USA
June 2019 – September 2019

- Everyday communication with customers and their needs
- Solving daily problems in the hotel
- Always making customers feel welcome

Sales Assistant at Mayfair Fast Food Restaurant, New Jersey, USA
June 2019 – September 2019

- Communication with customers and their needs on a daily basis
- Always making customers happy with their products

Intern at Komercijalna Banka, Skopje
August 2018 – September 2018

- Sorting documents in the alphabetical order on the daily basis

Sales Promoter at MPG Solutions
Part-time

- Promoting new products to the customers

LANGUAGES

English	B2
German	B2

COURSES

Italian