



BUJAR MAHMUDI

Experienced Customer Service Representative

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📍 7-ma Brigada br.4 Bitola, North Macedonia

Education

Faculty of Dentistry, Dental Technician Sep 2016 – Jul 2019
European University, Skopje
Gained expert knowledge as a Dental Technician with total ECTS 180 credits and grade point average 9,16.

Medical High School, Dental Technician Sep 2012 – Jun 2016
OSMU "Dr. Jovan Kalauzi", Bitola

Employment

Customer Service Representative Aug 2020 – Jul 2023
Taskforce BPO, Bitola – North Macedonia

- Facilitated the flow of information between patients, health-care facilities, hospitals, health insurance companies, and doctors from the USA region, ensuring smooth communication and coordination.
- Provided exceptional customer support and care across all channels, including email, chat and phone support, ensuring customer satisfaction and resolving issues promptly.
- Maintained a positive, empathetic, and professional attitude toward the caller at all times.
- Coordinated patient flow, optimizing scheduling and ensuring smooth transitions between appointments, tests, and procedures.
- Performed all duties within HIPAA regulations, ensuring the privacy and security of patient information.
- Utilized Microsoft Office tools, including Outlook, Excel, and MS Teams on a daily basis, efficiently managing schedules, communications, and data analysis.
- Maintained open team communication and fostered a high level of collaboration using Microsoft Teams, facilitating effective teamwork and information sharing within the department.

Merchandiser Oct 2019 – Mar 2020
Shoppers Drug Mart, Mississauga – Canada

- Received, processed, and organized shipments and deliveries of merchandise ensuring accurate inventory management and timely availability of products.
- Efficiently restocked depleted or low shop items, maintaining adequate stock levels to meet customer demands and prevent out-of-stock situations.
- Implemented visual merchandising techniques to ensure the sales floor is attractively displayed and organized according to established guidelines, enhancing the customer shopping experience.
- Assisted customers in locating desired shop items, providing friendly and knowledgeable assistance, and offering product recommendations based on customer needs and preferences.

Bakery Clerk Sep 2017 – May 2019
Venera Bakery, Bitola – North Macedonia

- Warmly welcomed and greeted customers upon their arrival, creating a friendly and inviting atmosphere.
- Attentively took pastry and beverage orders, ensuring accuracy and promptly relaying them to the kitchen staff.
- Prepared pastry orders and beverages, including hot drinks and non-alcoholic beverages.

Summary

Motivated and detail-oriented professional with more than six years of overall experience in providing remote and on-site support to customers. Facilitating seamless communication between patients, healthcare facilities, insurance companies, and doctors, following established HIPPA regulations and utilizing CRM systems.

Skills

Computer Skills: MS OFFICE (Outlook, Teams, Word, Excel, PowerPoint)

Software skills: GRAPHICS AND DESIGN (Adobe Illustrator, InDesign, Photoshop)

Soft Skills: Integrity, Creativity, Teamwork, Communication, Adaptability, Organization, Customer Service, Patience.

Languages

English

Albanian

Macedonian

Turkish

Serbo-Croatian

- Assisted the pastry chef in the preparation of various sweets and cakes, collaborating to ensure efficient and timely production.
- Prepared and presented the bill to customers when requested, accurately calculating the total amount and handling cash transactions.
- Ensured that customers' payments were correctly processed and accounted for, providing excellent attention to detail.
- Demonstrated excellent knowledge of the menu, ingredients, and pastry offerings, effectively making recommendations to customers based on their preferences and dietary restrictions.

Dental Laboratory Volunteer Assistant

Sep 2016 – May 2017

Blasko Dental, Skopje – North Macedonia

- Received physical dental impression molds or computerized models from dental practices and carefully studied dentists' instructions to understand the specific requirements of each case.
- Assisted the Dental Technician in fabricating crowns, fixed bridges, removable bridges, and dentures, following established protocols and guidelines.
- Prepared materials and equipment needed for the fabrication process, ensuring they are clean and in proper working condition.
- Collaborated with the Dental Technician in selecting appropriate materials, such as dental ceramics, resins, and metals, for the construction of dental prosthetics.

Certificates

EF SET Certificate

Jul 2023

A standardized English test used primarily for English proficiency certification in reading and listening skills. Gained a Certification with a **Proficient English Level**.

Dedicated Achievements

☆ **Employee of the Month Award**

During my experience as a Customer Service Representative, I was recognized and voted by my peers as the first Employee of the Month of the Patient Contact Center, for exhibiting great results and team work mentality by meeting and exceeding the call metrics based off the Core Values.

References

Available on request

Hobbies

- Physical Fitness
- Learning languages
- Travelling and meeting new people