



# Davor Andonoski

Insurance Team Lead

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With extensive leadership experience in outsourcing, analysis, sales, and proficiency in Excel, I am committed to achieving excellence. I pay close attention to details and strive for continuous improvement.

## EDUCATION

- Manager in Culture, Faculty of Tourism and Hospitality**  
Faculty of Tourism and Hospitality / University St. Kliment Ohridski in Bitola  
2015 - 2020 *Ohrid, Macedonia*

## WORK EXPERIENCE

- Insurance Team Lead**  
Taskforce BPO  
09/2022 - Present *Prilep, Macedonia*
  - Tasks**
    - Starting new clients, setting up systems, giving clear directions to team members, setting the strategy and monitoring progress, monitoring team performance and reporting on metrics, quality control with monitoring team member's performance, quality assurance, etc.
- Insurance Specialist**  
Taskforce BPO  
08/2021 - 09/2023 *Bitola, Macedonia*
- Insurance Broker Assistant**  
WVP Group  
06/2020 - 08/2021 *Prilep, Macedonia*
  - Tasks**
    - Building and maintaining business relationships with clients, researching insurance policies and products, negotiating policy terms and costs with insurance provider, scheduling and attending meetings.
- Bar Server**  
Celebrity Cruises  
01/2020 - 06/2020 *Miami, Florida, United States*
  - Tasks**
    - suggest, serve, and sell beverages and beverage packages to international guests.
- Warehouse**  
LC Waikiki  
04/2017 - 01/2019 *Ohrid, Macedonia*
  - Tasks**
    - Visual Merchandiser - presenting products in a visually appealing way to enhance the shopping experience and drive sales.
- Data Entry Associate**  
Garrets International  
11/2013 - 01/2016 *London, United Kingdom*
  - Tasks**
    - Accuracy and precision, Handling customer enquiries, Spreadsheet Analyst, Excel Specialist, Analysis and Reporting.

## SKILLS

- Microsoft Office
- Management
- Upsale
- Customer Success
- Leadership
- Critical thinking
- Sales techniques
- Communication
- Creativity and Innovation
- Attention to Detail
- Interpersonal skills

## CERTIFICATES

Taskforce Insurance Leadership Academy (TFIP) (12/2022)  
*Issuing Company: Taskforce BPO / Insurance Education and Quality Control Specialist - Tonya Hunter, AU*

## LANGUAGES

Macedonian  
*Native or Bilingual Proficiency*  
English  
*Full Professional Proficiency*

## INTERESTS

- Leadership
- Teamwork
- Exploring other cultures
- Camping
- Gardening