



Martina Georgievska

Date of birth: 14/04/1998 |

Nationality: Macedonian/citizen of the Republic of North Macedonia |

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Stiv Naumov 110, 7000, Bitola, North Macedonia

WORK EXPERIENCE

23/08/2020 – 26/11/2020 – Skopje, North Macedonia

TECHNICAL SUPPORT AGENT – TELEPERFORMANCE

- Managing large amounts of incoming phone calls;
- Identifying and assessing customers' needs to achieve satisfaction;
- Building sustainable relationships and trust with customer accounts through open and interactive communication;
- Providing accurate, valid and complete information by using the right methods/tools;
- Handling customer complaints, provide appropriate solutions and alternatives within the time limits, and following up to ensure resolution;
- Keeping records of customer interactions, process customer accounts and file documents;
- Following communication procedures, guidelines and policies.

30/06/2019 – 29/09/2019 – Nürtingen, Germany

SEASONAL EMPLOYMENT – MCDONALD'S

14/06/2018 – 14/09/2018 – Nürtigen, Germany

SEASONAL EMPLOYMENT – MCDONALD'S

22/09/2017 – 29/09/2017 – Bitola, North Macedonia

VOLUNTEER – INTERNATIONAL CINEMATOGRAPHERS FILM FESTIVAL „MANAKI BROTHERS"

20/12/2020 – 29/05/2021 – Lewes, Delaware, United States

CUSTOMER SERVICE REPRESENTATIVE – DIVBRANDS

- Resolving customer complaints via mail;
- Assisting with placement of orders, refunds, or exchanges;
- Resolving product or service problems by clarifying the customer's complaint;
- Suggesting solutions when a product malfunctions;
- Collecting prompt and accurate feedback from customers.

16/05/2021 – CURRENT – Bitola, North Macedonia

WEB CONTENT MANAGER & CONTENT WRITER – AV TECHNOLOGIES

- Curating and creating content for a blog website;

- Managing and assisting a team of writers and editors to ensure quality content;
- Taking part in the onboarding process of writers and editors;
- Setting long-term strategic goals;
- Controlling and monitoring compliance with standards, legal and privacy regulations;
- Performing detailed keyword and topic research;
- Optimizing web content by using a variety of SEO optimization tools;
- Tracking website performance on Google Analytics and Google Search Console;
- Managing and installing affiliate links;
- Creating a social media strategy to increase traffic;
- Creating formats and briefs for writers;
- Editing articles on various topics;
- Integrating the work of writers and designers to create a layout compatible with corporate standards;
- Regularly attending and conducting training sessions.

● **CONFERENCES AND SEMINARS**

13/04/2018 – „Blaze Koneski" Faculty of Philology

Speaker at the Annual Philological Conference „Kako si mi?"

19/05/2019 – „Blaze Koneski" Faculty of Philology

Poetry Slam Workshop

20/12/2019 – „Blaze Koneski" Faculty of Philology

Academic Writing Workshop

● **EDUCATION AND TRAINING**

14/09/2016 – 11/01/2022 – Skopje, North Macedonia

PROFESSOR OF GERMAN LANGUAGE AND LITERATURE – „Ss. Cyril and Methodius" University - „Blaze Koneski" Faculty of Philology

Address blvd. Goce Delcev 9A, Skopje, North Macedonia

31/08/2012 – 09/06/2016 – Bitola, North Macedonia

HIGH SCHOOL DIPLOMA – High School „Josip Broz-Tito" - Bitola

Address blvd. 1st of May bb, Bitola, North Macedonia

● LANGUAGE SKILLS

Mother tongue(s): **MACEDONIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
GERMAN	B2	B2	B2	B2	B2
FRENCH	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

My Digital Skills

Microsoft Word | Microsoft Powerpoint | Microsoft Excel | Microsoft Office

● COMMUNICATION AND INTERPERSONAL SKILLS

Active listening

Flexibility

Solution-focused

Ability to work under pressure

Adaptability

Patience

Empathy

Ability to work in a team