



# Igor Stamenkovikj

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## PERSONAL

Date of Birth: April 30, 1994  
Place of Birth: Bitola, Bitola Macedonia  
Citizenship: Macedonian  
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## WORK EXPERIENCE

### Taskforce BPO

**Jul 2022 — Dec 2022**

Medical Records Specialist

#### Outsourcing for NeuroDiagnostic Laboratories

Job Duties: Responsible for incoming calls directed at the medical records department. Fax, email or prepare physical mail for requested documentation by patients themselves, healthcare workers, social workers, law firms etc.

Prepare patient's results from the recent tests that they've done with our labs. Then attach to patient's charts and online patient portal. And send out the same results to necessary recipients.

Take care of Medical Release Forms and prepare invoices for required documentation.

### Veeva Systems

**Aug 2021 — Jun 2022**

Data Entry Specialist

A work from home freelance position. With workflow monitored by an Upwork tracker.

Job Duties: Look up specific information online and input data that was recovered from further investigation, into our companies online system. Working with an international firm gave me the opportunity of working and processing data in multiple languages from around the world.

The work involved of also tracking your work through group Excel folders. Following timers, and percentages of time spent on specific tasks.

### Pilot Street Cafe

**Mar 2018 — Nov 2020**

Barista

Job Duties: Prepare drinks at a coffee to go stand in a park. Make drinks from an espresso machine, prepare juices, tend to people's specific needs and wants for their drinks. Create a welcoming and fun environment.

## **Skopje Marriott Hotel**

**Apr 2018 — Dec 2018**

Front Office - AYS

### **Telephone operator - "At Your Service"**

Job Duties: Have control over all the Incoming calls for and from the hotel. Redirect phone calls, make appointments. Manage complaints and resolve problems from the hotel guests. Tend to the requests done over the phone. (room service) Answer emails external and internal. Manage reviews online, make reservations, Up sell. Make food and beverage orders. Help the guest and employees with various needs. Be present at the hotels reception. Be available at all times to help out to any hotel employee or guest with anything they need. Transfer any internal calls to all employees. Help solve problems, and organize job duties for various hotel employees with communication with their managers/ supervisors. Be the center point of all in and out calls from the hotels telephone system.

### **Concierge**

Answer emails and phone calls about various inquiries about the hotel, information on the city, nightlife, dining, travel. Make reservations at various places. Arrange transports. Organize travels, holidays. Make specific arrangements for special occasions.

Be in contact with the guests at the reception and over the telephone. Entertain them, answer anything related to the guest inquiries, anticipate their needs. Ask for opinion, reviews, and overall satisfaction. Communicate with guests pre and post- stay.

## **ALEF - Business Solutions**

**Feb 2018 — Apr 2018**

Telephone Salesman

Job Duties: Make home sales calls ( B2C- cold calls) to various countries in the world. Selling a platform for online trading with cryptocurrencies like Bitcoin. Gather data and then input that data into a certain system. Practice sales techniques, have multiple training sales exercises, learn about the cryptocurrency trading market.

## **Taskforce BPO, Bitola**

**Oct 2017 — Jan 2018**

Sales Rep

### **Outsourcing for Moboom, Yext and Hotfrog**

Job Duties: Make sales calls over the phone to Australian businesses, about their online presence, information and security; Search Engine Optimization (SEO); Correction of existing information; Gathering additional information and managing online business listings, web sites and profile pages; Up-selling existing clients and continuation of past subscriptions; Answering inbound calls. Managing the call center; Working through the clients problems and solve them quickly and efficiently.

**Inditex, Skopje****Oct 2016 — Aug 2017**

Sales Assistant

**Pull & Bear**

Job Duties: General store assistant job requirements, opening and closing the store, help with costumers needs, working at the cash register, work at the stock and fitting room, clean and tidy up the shop floor.

Managers Training: All of the general managers duties, managing the personal, answering calls, restock, plan schedules, validate hours, plan movements of new articles, organize the shop floor and stockroom, coordinate articles in shop, dress mannequins, calculate the sales percentage.

**Zara**

Job Duties: General store assistant job requirements, opening and closing the store, help with costumers needs, working at the cash register, work at the stock and fitting room, clean and tidy up the shop floor.

**Elsa Hotel, Skopje****Sep 2016 — Oct 2016**

Receptionist/ General worker

Job Duties as a Receptionist: Check- in and Check-out guests, make reservations, answer phones and write back to e-mails, offer help to all of the costumer's needs, give directions and information, provide transportation, make payments cash or credit

Job Duties as a General worker: Cook and make Breakfast, serve and wait tables, prepare coffee, clean the kitchen and restaurant

**Marriott Hotel, Vail, CO****May 2015 — Sep 2015**

Cafeteria cook, prep cook

Job duties: help the chefs, cook and prepare food, serve food at banquets, clean and care for the employee cafeteria, serve food and make coffee for the employees.

**Hotel Premier Center, Bitola****Jun 2014 — Sep 2014**

Receptionist

Job Duties: Make reservations, answer phones and write back to e-mails, Check- in and Check-out guests, offer help to all of the costumer's needs, give directions and information, provide transportation, the payment cash or credit.

**Klementina****Jun 2013 — Sep 2013**

Salesperson

Job duties: work cash register, help with costumers needs, bring variety of groceries from storage into the store, unload trucks.

## **Razno Prom**

**Mar 2012 — Sep 2012**

Salesperson

Job duties: open and close the store, greet customers, work the cash register (cash, credit ), attend to costumers needs, clean the store, replace selling material.

## **EDUCATION**

### **Faculty of Fine Arts**

**Sep 2012 — Jun 2016**

Ss. Cyril and Methodius University in Skopje

Major in Painting. Other useful courses: Graphics Design, Methodology of Teaching Art, History of Art

### **High school**

**Sep 2008 — Jun 2012**

SOU "Taki Daskalo" - Bitola

## **QUALIFICATIONS**

### **Language**

- English - Proficient
- German - Intermediate
- Macedonian - Native

### **Barista**

Coffees from an Espresso Machine

Fresh Juices

Smoothies

Alcohol drinks

Tend bar

### **Computer Skills**

Microsoft Office – Excellent lvl;

Adobe Illustrator; Photoshop; IN design, Flash Professional, Premier Pro – Advanced lvl;

Corel Draw - Excellent lvl;

Sony Vegas - Excellent lvl;

MARSHA- Marriott Automated Reservations System for Hotel Accommodations

Opera Cloud Services- Oracle Hospitality for Hotels

Salesforce - CRM Software and Cloud Computing Solutions

Upwrok Tracker

### **Communication skills**

Good communication skills gained through my experience as a volunteer and a teacher organizing multiple workshops and camps with NGO's; Past sales jobs and communications with hotels guests. And tending a coffee stand in the park.

### **Personal Interests**

Art, video games, books, fashion, travelling, photography, graphics design

## EXPERIENCE

**Teaching classes** - Multiple workshops, subject "Art and Origami" organized with a NGO "American Corner, Bitola" with children age 6- 16. Four clases about "Graffiti and Stencil art" with Students in the highshool "Josip Broz Tito"- Skopje

**Volunteer** - In multiple NGO's ( American Corner, Bitola, DO Molika, MKC Bitola, Red Cross, etc.)

**Freelance** - Creative: write articles, translate texts, create illustrations, origami, wedding decor, wall decor.. etc;

Work with a handyman: oulaining garages and pakrings, set up shower cabins, paint walls.

## REFERENCES

References available upon request.