

PERSONAL INFORMATION

Emine Halili

 Skopje (North Macedonia)
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WORK EXPERIENCE

June 2018 – September 2018

Spanish Call Agent

Prosper Top, Skopje (North Macedonia)

Customer relationship management

Solving customer problems (through phone call and email)

June 2016 – April 2017

Receptionist Hotel Super 8

American Trade, Skopje (North Macedonia)

Check-In/Check-out,

Solving issues with documents,

Responding emails and phone calls.

EDUCATION AND TRAININ

September 2014 – October 2020

Faculty of Engineering, Department: Computer Engineering

International Balkan University, Skopje (North Macedonia)

September 2009 – June 2013

Medical High School

Dr.Panche Karagjozov, Skopje (North Macedonia)

PERSONAL SKILLS

Languages

- Albanian (native)
- Macedonian (proficient)
- English (proficient)
- Spanish (Upper-Intermediate)
- Turkish (Intermediate)

Communication skills

- Excellent written and verbal communication skills
- Empathic listener and persuasive speaker
- Speaking in public, to groups, or via electronic media
- Excellent presentation and negotiation skills

Organisational / managerial skills

- Analysis
- Assessment and evaluation
- Working with data
- Attention to detail
- Problem solving
- Productivity
- Multitasking
- Strategic thinking
- Implementing strategy
- Creativity
- Decision Making
- Teamwork

Computer and programming skills

MS Office
C++
Python
Auto CAD
HTML
CSS
JavaScript

REFERENCES

Resul Sejdini
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