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Nikolina Elezaj

Administrative and Customer Service professional offering versatile office management skills with proficiency in Microsoft office programs. Service orientated with a strong background in customer service, education and IT. Accomplished Planner and problem solver who readily adapts to change and exceeds expectations.

Education

Design of Mechanical Parts
Technical High School
2006 - 2010/Becej, Rep. of Serbia

Languages

English - Fluent (C2)
Serbian - Native

Skills

Adobe Suite
Microsoft Office
AutoCAD
CorelDraw
Zoom/Slack/Skype
Asana
Windows/macOS/Linux
Graphic Design

Individual

Empathetic
Fast Learner
Friendly
Passionate
Responsible
Detail Oriented
Receptive

Relevant Work Experience

Appointment Setter
PTD Fitness, 2021 - present

- Promoting services to clients over the phone
- Entering numerical and alphabetical data into databases in a timely and accurate manner
- Providing copywriting services for numerous campaigns and updating scripts

Online English Tutor
Engoo, 2016 - present

- Incorporating hands-on activities and experiments to let classes get real-world experience with concepts
- Setting appropriate expectations for students based on individualized basis to challenge each student appropriately

Receptionist
Hotel "Bela Ladja" Becej, 2012 - 2015

- Ensured completion of paperwork, check-ins and security procedures
- Confirmed group reservations and arranged personalized services for event attendees

Personal Assistant to the CEO
PIK Becej a.d., 2010 - 2011

- Screened and replied to customers' emails
- Drafted memos and reports on behalf of the CEO and produced clear and error-free written materials