

Dijana Popovska



Contact

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Bitola, North Macedonia
Prevalec no. 15

A motivated, adaptable and responsible person seeking a position in an IT position. Proven ability to establish and maintain excellent communication with clients. Dedicated to identifying customer needs. Bilingual, hardworking and ready to join my next team.

WORK EXPERIENCE

Data entry

Taskforce bpo – Bitola (North Macedonia) 2021 – present

- Excellent attention to detail.
- Ability to multitask effectively.
- Strong written and verbal communication skills.
- Ability to perform repetitive tasks with a high degree of accuracy.
- Comfortable working independently with minimal supervision.

Office Administrator

Kartomel Dooel – Bitola (North Macedonia) 2017 - 2021

- Constant communication with customers, gathering information about their needs, how they work and how can we optimize their business
- Assisting with all aspects of administrative management, directory maintenance, logistics, equipment and storage
- Managing documents and files
- Assisting in various daily operations

Sales Manager

T.A. Teottravel – Bitola, (North Macedonia) 2015

- Working with customers, working with big hotels. creating travel offers and other travel promotions, making contracts with other companies,
- Cooperation with clients
- Leading big groups on tours across Europe

Customer Care Representative

Rohteinstein international – Bitola (North Macedonia) 2015-2016

- Build sustainable relationships and engage customers by taking the extra mile
- Identify customers' needs, clarify information, research every issue and provide solutions and / or alternatives.

Mentor on Pedagogical Faculty – Bitola

University St. Kliment Ohridski - Bitola, (North Macedonia), 2007-2008

- Actively involved in multiple researches about
- Actively working with students as a mentor giving guidance and help and working with professors improving the program
- Working on a team

Agent - Broker for insurance

Eurolink – Bitola, (North Macedonia) 2009-2014

EXPERIENCE

Translator 2005-2006

Tv. Orbis, Bitola, (North Macedonia)

Columnist 2011

Astra Magasin, Bitola (North Macedonia)

Sales and marketing department manager 2003-2005

"Diola" - Store for Healty food, Bitola (North Macedonia)

Court translator 2010 - present

Bitola (North Macedonia)

Sales representative 2007-2012

Avon Cosmetics, Bitola (North Macedonia)



EDUCATION

Professor for Macedonian and French language

University St. Clement Ohridski - Bitola (North Macedonia) 2005-2009

- Contemporary French
- Grammar
- Literature
- Contemporary Macedonian language

QA - Engineer 2020

Master Software testing – Jira Agile (RahulShettyAcademy.com)

- Software Testing
- Agile Scrum
- Agile Kanban
- Water fall model
- Out of box thinking in designing Test cases
- Test plan
- Real time project demonstration End to end on Jira tool
- Bugzilla
- Scrum Master skills

PMI-ACP Certification: 2021

Agile Project Management (Beginner)

Court translator

Bitola (North Macedonia) 2010 –present





LANGUAGES

Mother tongue(s): MACEDONIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
French	C1	C1	C1	C1	C1

SKILLS

- Successfully worked to deadlines
- Excellent communication skills
- Analyzing person
- Stress Tolerance
- Problem sensitivity
- Open – mindedness
- Focus



