

Taskforce

Customer Support Service

► Ana- Marija Trajkovska

Date of birth :21.07.2000 ,Bitola,Macedonia

Phone: +38975365325

E-mail: anamarijatrajkovska7@gmail.com

Objectives

Dedicated to providing quality care for customer satisfaction. Establishing and maintaining excellent communication and relationship with clients. Dedicated to identify customer needs and provide effective solutions to their problems.

Education

- High school diploma.
- Udemy, Linda ...

Experience

Service (2018 –2020)

(Skopje,Macedonia)

Responsibilities :

Receiving calls from customers ,taking the order and redirect it.

Greedymetrics (Jan 2020-Dec 2020)

Business Development Specialist

Providing accurate information about the company

Handling customer calls despite the degree of difficulty

Outbound calls

Sales Matic (Dec 2021-Sept 2022)

Business Development

Green Leads (May 2022 – Aug 2022)

Lead Generation B2B

Strike Tax (Dec 2021 – Apr 2022)

Partnership Development

Accelerator (Apr-May2022) B2B

Responsibilities:

Provided telephone and online customer support .
Maintained in-depth knowledge about the company's services and products.
Handling customer calls and receiving emails at the same time despite the difficulty.
Having answers ready for the common question customers are likely to ask .

Digital marketing (2020-2021)

Freelance

Facebook Ads ,Google Ads ,media buying ...

Social media &Content creator

Social media publishing, Content creation.

Skills

- Word, Excel, Power Point, Photoshop ,Asana ,Slack ,Mindmap
- Ability to multitask and communicate
- Time Management
- Problem solving
- Complaint resolution
- Written communication