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| PERSONAL INFORMATION | Aleksandra Zdravkovikj |
|  | |
| 134476146_471222127216267_5020494993890388766_n.jpg | Ul:18 Noemvri br 25: 1230 Gostivar (North Macedonia) |
| +389 075373033 |
| annezdravkovik35@gmail.com |
| Sex Female | Date of birth 28/07/1994 | Nationality Macedonian/citizen of the Republic of North Macedonia |

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| EDUCATION AND TRAINING |  |

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| 15/09/2014–Present |  |  |
| Foreign Languages (English and German) at FON University, Skopje (North Macedonia) | |
| * English * English Literature * Methodology * Business * Syntax * Morphology * Phonetics and Phonology * German * German Civilisation | |

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| 03/04/201–03/05/2017 | April-May 2017 internship in high school "СОУ-Маврово-Ростуше" as an English teacher |  |
| I08/02/2017–08/05/2017 |  |  |
| • November 2018-April 2019 helping students to provide their English give ,, СОУ-Маврово-Ростуше ’’ | |

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| 11/03/2018–10/05/2018 |  |  |
| • May-June, 2019 English tutoring programs with children-Skopje, North Macedonia | |

WORK EXPERIENCE

**September 2019-March 2020** **Sales call agent at sales call centre - Gostivar, North Macedonia**

* Building trust, and strong relationships with clients
* Educated them who we are, what we do in order to get appreciation.
* Promoting and representing the content including the proposals to keep the customer attension
* Answering their questions, understanding their opinions, intensions, and solving their problems.

**March 2020-March 2021-Freelance remote (TESOL) English and German teacher,**

* Online classes with children who has English as a second language
* Understanding their struggles mistakes in error in order to provide success
* Using appropriate online Microsoft team platforms for classes
* Giving them chance to learn a language trough puzzles and games

**April - June 2021-Sales representative intern. At Expert outsourcing secrets**

●      Follow a 3-step client acquisition system: connect, find their struggle, and provide value.

●      Make cold calls.

●      Do the appointment setting calls.

●      A phone call and email outreach.

●   Identify ideal clients, knowing their problems/desires, and providing them the value that fits the best.

●   Have professional appearance and presentation of self.

**°September 2021-Present-Sales representative at BBS**

* Contacting prospective and existing customers on a regular basis to maintain and build long-term relationships
* Ensure a high level of customer satisfaction
* Focus on the opportunity to grow the business that comes from existing customers
* Monitoring customer feedback and requests
* Contributing to the team atmosphere with a positive, goal-oriented mindset

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Macedonian | | | | |
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| Foreign language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C1 | C1 | C1 | C1 | C1 |
| German | B1 | B1 | B1 | B1 | B1 |
| Serbian | C1 | C1 | C1 | C1 | C1 |
|  | Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| Communication skills | * Positive attitude * Good communication skills * disciplining * listening |

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| Organisational / managerial skills | * good leadership skills * well organized * responsible * easy-adaptable * innovative * creative |

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| Job-related skills | * mentoring skills * self-motivated * time management * planning |

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| Digital skills | SELF-ASSESSMENT | | | | |
| Information processing | Communication | Content creation | Safety | Problem-solving |
|  | Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |
|  | [Digital skills - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences) | | | | |
|  | * Good command of Microsoft Office; Word, PowerPoint, Excel | | | | |