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| PERSONAL INFORMATION | Dragana Spasovska |
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|  | Skopje,Macedonia |
| 075 888 555 |
| dspasovska755@gmail.com |
|  |
| Sex Famale | Date of birth 06/10/1992 |

WORK EXPERIENCE

US Cargo

Dispatcher

(December,2019-December, 2021)

⦁ Booking load on DAT

⦁ Ensure that load are dispatched to meet schedules and conditions as indicated in Contract Review

⦁ Communication with drivers, shipper and receiver

⦁ Updating drivers and brokers with all the accurate information’s

⦁ Maintain loaded miles and minimize deadhead miles to the extent possible

⦁ Accurate paperwork send on time

⦁ Organize tolls and violations

Sales Representative

Slice,Skopje, Macedonia

(February, 2019-December 2019)

* Daily communication with existing and potential customers (phone,
* email, chat )
* Coordinating sales efforts with marketing programs
* Commitment to excellent customer service
* Exceeding sales goals
* Salesforce
* Salesforce Lightning

Logistics Specialist

Kateon Natie- Skopje, Macedonia

(March,2017- January, 2019)

* Identifying items and containers and verifying against consignment records

* Ensure outgoing shipments are in good condition and meet specifications
* Organising the despatch of goods with completed documentation
* Providing information to customers on custom tariffs,concessions and methods of clearing goods
* Traingin and meeting with clients in Belgium and Moldova
* Daily error solving on SAP

* Procesing of transport orders,transport management and data follow up

Head Hostess

Starwood Hotel , Luxury Collection Hotels, Le Royal Meridien,Dubai, UAE

(Rhodes Twenty 10 Dubai)

(February,2015-February,2017)

* Welcoming and escordig the guest
* Planning and coordinating group bookings/parties
* Be well groomed and presentable at all times while at the duty station
* Reservations management, table allocations
* Customer data base management
* Handling telephone/email/walk in enquiries
* Ensure guest satisfaction and create memorable experience
* Up sell of products and services
* Greeting customers, offering assistance
* Building customers confidence by suggesting specific items, making opinions
* Promoter on various events
* Adhere to 5 star standards

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| EDUCATION AND TRAINING | |  | |
| ( 2011 - 2014 )  ( 2008 – 2011 ) | Faculty  Ss. Cyril and Methodius University , Skopje , Macedonia | |  |
| Media studies/Journalism | | |
| High School Diploma  High School Josip Broz Tito, Macedonia | | |

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| Mother language | Macedonian | | | | |
|  |  | | | | |
| Other language | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | Proficient user | Proficient user | Proficient user | Proficient user | Proficient user |

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| Communication skills | * Presentation skills gained through my diploma thesis defence * Respectable about other involved in conversation with me |

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| Organisational / managerial skills | * Always on time * Self motivation * Self initiative * Keeps the team spirit * Make sure that everything is right before I start with my job obligations * Bussines and professional relationship |

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| Job-related skills | * Dispatch * Microsoft Office * Customer support |

|  |  |
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| Computer skills | * command of Microsoft Office™ tools * DAT * command of RESPAK * command of Reserv Out * command of PLATO (plastic terminal operations) * Salesforce, Salesforce lightning |

Driving licence B