|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Curriculum Vitae* |  | | | | | | | |
| *Personal information* |  | | | | | | | |
| *First name / Surname* | *Aleksandar Spasovski* | | | | | | | |
| *Address* | *Skopje, Macedonia* | | | | | | | |
| *Telephone(s)* | *+389 78 399 477* | | |  | | |  | |
| *E-mail* | *a.spasovski@yandex.com* | | | | | | | |
|  |  | | | | | | | |
| *Desired employment* | *management ,consulting,  supervision.* | | | | | | | |
| *Education and training* |  | | | | | | | |
|  |  | | | | | | | |
| *Title of qualification awarded* | *BSc. In food safety and processing*  *Ss. Cyril and Methodius University Skopje*  [*Professional tour guide and companion,*](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiH_OzeiubpAhXzQEEAHZ9bBpsQFjAAegQIARAB&url=http%3A%2F%2Fwww.ukim.edu.mk%2Fen_struktura_contact.php%3Finst%3D19&usg=AOvVaw2ac4hhI07t8KSHjBseCMtR)  [*Faculty of Tourism and Business Logistics Skopje*](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwiH_OzeiubpAhXzQEEAHZ9bBpsQFjAAegQIARAB&url=http%3A%2F%2Fwww.ukim.edu.mk%2Fen_struktura_contact.php%3Finst%3D19&usg=AOvVaw2ac4hhI07t8KSHjBseCMtR) | | | | | | | |
|  |  | | | | | | | |
|  | *German Language and Literature – bachelor's studies*  *Ss. Cyril and Methodius University Skopje* | | | | | | | |
|  |  | | | | | | | |
| *Work experience*            *Main activities and responsibilities* | ***2021-***  ***Dispatch Service Coordinator:***  ***Tasks and responsibilities***  ***- Coordination of drivers and orders,***  ***- communication with clients,***  ***- Preparation of daily turnover reports, etc.***  ***Marketing and Sales Manager of industrial parts 2018 -2020 for Reca Group -*** <https://www.reca.co.at/>        *Build and maintaining client relations*  *Possess deep knowledge of business product offering and value proposition*  *Follow organisational policies and regulations that affect the Sales*  *Proactively pursue new business and sales opportunities*  *Solve problems for clients and customers by developing innovative and tailored sales solutions*  *Developing strategies and tactics to boost the company’s reputation and drive qualified traffic.*  *Deploying successful marketing campaigns from ideation to execution.*  *Build strategic relationships and partner with key industry players, agencies and vendors.*  *Analyze consumer behaviour and adjust email and advertising campaigns accordingly.*    *Promoting the organization and products.*    *Understanding key customer individual needs and addressing these*  *Conducting business reviews using CRM program*    ***Technical Support telecommunications sector 2014 - 2017***    *Serving as the first point of contact for customers seeking technical assistance*  *Performing remote troubleshooting through diagnostic techniques and pertinent questions*  *Determining the best solution based on the issue and details provided by customers*  *Provide accurate, valid and complete information by using the right methods*  *Overseeing direct communications with customers through the CRM*        ***Management in hospitality industry 2007 – 2013*** | | | | | | | |
|  | ***Management in hospitality industry 2007 -2013*** | | | | | | | |
| *Personal skills and competences* | *Inventiveness ,communication skills, a successful presentation, teamwork,* | | | | | | | |
| ***Mother tongue*** | ***Macedonian*** | | | | | | | |
| *Other language(s)* | ***English*** *, German ,* | | | | | | | |
|  |  | *Understanding* | | | *Speaking* | | | *Writing* |
|  |  | *Listening* | *Reading* | | *Spoken interaction* | *Spoken production* | |  |
|  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | *English* | *B2* | *B2* | *B2* | *B2* |  | *B2* | | *German* | *B2* | *B2* | *B1* | *B1* |  | *B2* | | | | | | | | |
| *Organisational, communication skills and competences* | * - *sense of organisation* * - *experience in logistics* | | | | | | | |
| *Technical skills and competences* | *Good command of quality control processes* | | | | | | | |
| *Computer skills and competences* | *Applicative software : Proficient in: MS Office.* | | | | | | | |