ANA



**AA**

Team Leader

# CONTACT

 **ADDRESS**

Lovkjenska 4 no. 33, Skopje, North Macedonia

## PHONE

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 **EMAIL**

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ana.aleksic92@hotmail.com

 **NETWORKING**

[LinkedIn](https://www.linkedin.com/in/ana-aleksikj-407469182/)

# PERSONAL SKILLS

**May.** 2016

**Jan.** 2017

**Jan.** 2017

**Mar.** 2020

**Apr.** 2020

#### present

## CMX Solutions

#### Call agent for Italian market

Answering phones from customers professionally and responding to customer inquiries and complaints. Researching required information using available resources. Handling and resolving customer complaints regarding product sales to customer service problems. Providing customers with the organization’s service and product information. Processing forms, orders, and applications requested by the customers. Identifying, escalating priority issues and reporting to the high-level management. Routing inbound calls to the appropriate resources. Following up complicated customer calls where required.

## Euroanswer

#### Call agent for Italian market

Obtaining and evaluating all relevant data to handle complaints and inquiries. Recording details of comments, inquiries, complaints, and actions taken. Managing administration, communicating, and coordinating with internal departments.

## Euroanswer

#### Team Leader

Lead and motivate a Contact Centre team to optimum performance levels to achieve agreed targets contributing to the company's objectives. Provide clear and concise direction, support, scheduling and guidance to the team through effective coaching, leadership and setting of objectives.

COMMUNICATION ORGANIZATION CRITICAL THINKING

PROBLEM-SOLVING  CREATIVITY

# INTERESTS

* HIKING • HUMAN RIGHTS
  + ART • MUSIC • READING

Sep. 2007

Jun. 2011

Aug. 2011

Oct**.** 2006

Mar. 2019

Oct**.** 2019

## SGGU "Zdravko Cvetkovski", Skopje

**“University SS. Cyril and Methodius”, Skopje**

**BA in Philology of Italian and Spanish language and literature**

**Software tester Academy at “Sedc” , Skopje**

# LANGUAGES &

OTHER SKILLS

### MACEDONIAN

Native

### ENGLISH

Proficient/Fluent (B2)

### ITALIAN

Effective Operational Proficiency (C1)

### SPANISH

Effective Operational Proficiency (C1)

### SERBIAN

Effective Operational Proficiency (C1)

### Industry Knowledge:

* Customer Experience
* Customer Support
* Customer Satisfaction
* Technical Support
* Quality Assurance
* Data Analysis
* Scrum
* Agile

Proficient knowledge of Microsoft Office, SQL

Driving License B



Experienced, trustworthy, and dependable with managing skills and exceptional communicative skills, I am seeking a position with advancement opportunities where I can utilize my energy, creativeness and multitasking abilities in order to learn more and to always improve my talents. My creativity, flexibility, hard- work and dedication make me an easy fit into any working situation.

Having successfully undertaken a variety of roles, I am seeking a position where I can use my great team-leading and problem- solving skills to benefit the organization