Professional biography CV



Elizabeta Sozovska



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Address: dr.Konstantiv Robev br.2

Mobile: +38978295757

e-mail: e\_ sozovska@yahoo.com

Education:

* Graduated from The Faculty of Tourism and Organozational Sciences – Ohrid,University

“St.Kliment Ohridski”- Bitola, 2008 Insurance department. Bachelor-degree thesis in the

field of insurance -Insurance liability on General liability insurance in the industry.

* Completed Master's degree from Faculty of Economics – Prilep in 2011 – Marketing

Management. Master thesis in management, in “Strategic Implications of effective management relations with

customers (Customer Relationship Management) in the creation of capital marketing

(Marketing equity) in organizations” - case of study “ONE-telecommunication operator”.

* Acquired certificate sales skills and customer care by the company for management

consulting "Profil Group" – Skopje in September 2010.

* Acquired certificate for Swedish language from SFI-Sweden in February 2017.
* From May 2019 – February 2020 studied on course for Java Development,Spring and RDBMS and successfully finished this course and acquired with a certificate from Interworks Educational Center

Work experience:

* June 2010 - August 2012 – worked in Company for telecommunications services "ONE" in Bitola as part of the marketing staff responsible for direct communication with customers.
* April 2015 - July 2016 – worked in InsuranceCompany "Triglav" in Bitola as an agent for every type of insurances.
* September 2018- April 2019 – worked in Swedish Company ”Språkservice” as an agent in call center in Swedish language.
* From May 2019 – worked as Customer Advisor in IuteCredit Macedonia, and from December 2019 work as a Branch Manager in office in Bitola in same MFI.

Personal skills:

* Languages:

English - reading, writing, speaking,

Swedish- reading, writing, speaking,

* Driving license and access to a car.

Technical skills:

* Excellent computer skills.
* Java Development
* Spring
* RDBMS
* SAP