**Personal Information**

Adress : Demir Trajko 29 Skopje , Macedonia

Phone number : +38970201196

Nationality: Macedonian

Date of birth : 13.04.1996

Gender : Female

Email : velkovasara@hotmail.com

**Education**

Educational Institution :

*2021 present New Bulgarian University Sofia , Bulgaria , Accounting and Audit*

**Profesional experience**

***Makedonski Telekom*** *Customer service / Senior Contact Agent 2018 – 2022*

* Listening to customers' questions and concerns to provide answers or responses.
* Recommended potential products or services by collecting customer information and analyzing customer needs.
* Organized customer information and account data for business planning and customer service purposes.
* Provided excellent customer service by efficiently resolving issues and responding to inquiries.
* Sought ways to improve processes and services provided.
* Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
* Promoted available products and services to customers during service, account management and order calls.
* Trained staff on operating procedures and company services.
* Communication via email with other team members and solving problems

***EVN Macedonia -*** *Customer Support Agent April 2022-August 2022*

* Providing customers with information
* Anwering customer questions and complaints via email or telephone
* Informing the customers for the best methods how to use EVN online for bills and other matters
* Contacting with other collegues and solving customers problems and their questions

***QIH Group Account Manager August 2022***

* Maintain relationship with existing partnerts
* On-board new potential partnerts
* Constant supervision of the progresses about on going campaigns
* Preparing briefs for new campaigns , brands
* Making sure the partners are up to speed with new deals/payments/brands/promotions
* Preparing daily reports
* Optimising value and performance with the partners

**Languages**

* Macedonian
* English ( speaking and writing )

**Interpersonal abilities**

* Organization, responsibility, loyalty, sensitivity ,sympathy
* Communicative, creativity, ambitious, problem solving
* Careful, adaptable, energetic, patience, compassion
* Curiosity , focus , negotiating ,team work , ,mentoring

**Computer skills**

* Microsoft Office
* Microsoft Excel
* Microsoft PowerPoint
* Email Management
* Information Management
* Data Entry
* Digital Calendars (Google, Outlook, etc.)
* Instant Messaging
* Video Conferencing
* PowerBI
* SQL

**Other information**

* Internship in NLB Tutunska bank 2015 for a period of 1 month- Administrative work
* Internship in ProCredit Bank 2017 IT department, lasting 1 month - creating certificates for users for online payment
* Part of the Student Assembly Election Commission at the Faculty of Economics in Skopje
* Organization of workshops at the Faculty of Economics
* Helping and organizing events at Faculty of Economics
* Completed course for Marketing ADS
* Completed course for SQL & advanced Excel
* Compled a course for Data Analyst – Power Bi