

Igor Krstovic

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Summary of Qualifications

- Highly skilled Business support specialist with over seven years of experience in helping companies grow their brand through daily business operations and customer support.
- Successfully managed customer support, marketing, and analytics for an e-commerce start-up.
- Entrepreneurial mindset, comfortable in taking ownership as well as working within a team.

Experience

Business Support Manager | *Dual GmbH* | October 2019-August 2022

- Handled customer disputes ensuring swift resolution and avoiding escalations
- Prepared documentation to expand into a new market
- Built a growing customer base by setting up a new virtual shop
- Developed strategic partnerships with suppliers and reduced costs by 25%
- Created strategy and content for marketing including social networks and email campaigns

Business Support Analyst | *Dual GmbH* | March 2018-October 2019

- Reviewed and updated terms of service for different markets
- Handled customer inquiries regarding products and orders
- Performed competitor analysis and market research to identify new sales opportunities
- Updated product listings and monitored product reviews

Freelance Content Creator | *Self-employed* | May 2015-March 2018

- Grew social media following and managed Instagram pages for JustHype clothing company
- Created and edited photos to increase customer engagement and raise brand awareness
- Collaborated with various clients to create innovative and relevant content for social media
- Created strategies to help grow social media presence and increase organic reach
- Edited photos to create a professional unified brand look across different platforms

IT Customer Support | *CP-distribution* | April 2014 - May 2015

- Provided customized IT solutions according to customer's needs through B2B sales
- Created new business opportunities by making outbound calls to prospective clients
- Assisted clients with product information, orders, and troubleshooting

Hard and Soft Skills

Customer support	Creative thinking	Shopify, Amazon seller central
Problem-solving mindset	Communication and teamwork	Microsoft Office
Emotional intelligence	Receptive to new learning	Adobe Photoshop/Lightroom

Education

Electrical Technician | EGS 'Nikola Tesla'