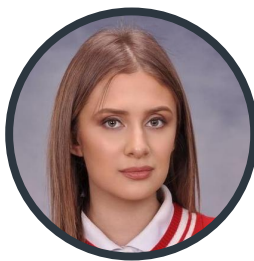


Nadica Najcheska

Customer Service Professional with Hospitality & iGaming Experience

A versatile professional with experience in customer service, hospitality, and event coordination. Skilled in communication, multitasking, and problem-solving, with a focus on customer satisfaction. Holder of EU documents, eligible to work in the EU. Ready to leverage my organizational skills and adaptability in a remote customer service or administrative role.



nadicanajcheska@gmail.com

+46761628280

Paphos, Cyprus

WORK EXPERIENCE

Family Business – Hotel & Fitness Studio Workplace/Company

2017 - Present

Prilep, North Macedonia

Achievements/Tasks

- Assisted in managing daily operations of a hotel and fitness studio from the age of 16. Provided customer service, handled bookings, and ensured smooth communication. Managed admin tasks and client inquiries. While abroad, supported the business remotely by handling social media, responding to guest inquiries, and organizing fitness classes and events.

Cashier & Shop Assistant ZARA

09/2021 - 02/2022

Skopje, North Macedonia

Achievements/Tasks

- Managed cash register operations, providing high-quality customer service in a fast-paced environment. Assisted customers with product selection, handled returns and exchanges, and participated in sales events. Collaborated with team members to manage peak hours and trained new staff on cashier procedures and customer service.

Hostess, Server, Bartender & Event Coordinator Best Western Plus Park City

04/2022 - 05/2024

Lund, Sweden

Achievements/Tasks

- Provided excellent guest service as a hostess, waitress, and bartender, ensuring a smooth experience. Assisted in preparing and supporting conferences and events, including food and drink setups. Managed service, took orders, and helped with food prep during busy shifts. Collaborated with the hotel team to ensure successful event operations and guest satisfaction.

Game Presenter & Shuffler Stakelogic Live

07/2024 - 11/2024

Birkirkara, Malta

Achievements/Tasks

- Presented live casino games to a global audience, engaging players and maintaining a professional atmosphere. Managed game flow, explained rules, and ensured fairness in all gaming operations. Handled player inquiries and worked with the team to meet performance and service goals.

SKILLS

Customer Service Excellence

Event Coordination

Multitasking

Communication Skills

Problem Solving

Adaptability

Team Collaboration

EDUCATION

High School- Mirche Acev Prilep, North Macedonia

CERTIFICATES

Online Casino Certification (OLCA)

LANGUAGES

Macedonian

Native or Bilingual Proficiency

English

Full Professional Proficiency

Serbian

Native or Bilingual Proficiency