



Luka Likaroski

CONTACT

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WORK EXPERIENCE

Databox

April 2022 - Present

Business Development Specialist

- Assisting customers on a daily bases via chat and email
- Proactively reaching out to leads via email & chat in case they are currently online with special offers and general information regarding our software, including the opportunity to book a call with our sales consultant
- Creating deals for new users in our CRM platform
- Resolving technical issues and answering on general inquiries
- Introducing new customers to our analytic SaaS system
- Helping free & trial users with linking their data sources and integrations
- Collaborating with different team departments, including sales and technical support, and tracking important output, outcome and KPI metrics
- Making sure that data-bases are correctly linked and that they are showing proper and precise information on visualized Dashboards
- Creating new Dashboards with all required metrics for our new users.

Social Media Blueprint

Feb 2022 - April 2022

Business Development Agent

- Working on a daily basis in custom-designed CRM - REI
- Filtering and searching for the best quality leads
- Making the first contact with potential customers
- Approaching leads through emails, text messages, and live calls
- Cold calling
- Scheduling meetings with our Business Consultant
- Following up with older leads
- Informing leads on how they can benefit from our programs which includes lead generating tactics and best practices in real estate business

Flock Safety

Sep. 2021 - Feb. 2022

Assistant Project Specialist

- Assisting the Technical Project Specialist with various tasks
- Being available and responding instantly to technicians on site
- Approaching independent contractors based in US through cold calling & email and introducing them to the company services and making an opportunity offer
- Helping techs on field with hardware and software issues, such as no wi-fi signal for cameras, or resetting cameras from our end

- Pairing cameras IDs with the newly installed backplates ID
- Reducing the heavy workload by creating and filling necessary data sheets
- Forwarding and filtering important information to the team members and Technical Project Specialist
- Attending weekly meetings, and bringing up new ideas for future faster installments of our products.
- Closing old cases in Salesforce

Flock Safety

July 2020 - Sep. 2021

811 Field Operations Support Specialist

- Organizing and distributing workload with a team and colleagues
- Contacting independent contractors on a daily basis regarding proper placement of our products
- Communicating with state representatives regarding the usage of public space
- Managing paperwork and handling emails for various company inquiries
- Managing calls daily, and coordinating locators and utility members on the field.
- Guiding, instructing and coordinating drivers from certain utilities across USA via phone calls and chat.
- Efficiently completing various courses for different USA regions for the 811 sector, in order to be able to boost productivity.

Equilibrio - School of Languages

August 2021 - January 2022

Course recruitment assistant & photographer

- Finding and evaluating the best candidates for the schools language courses
- Collaborating with company managers, assisting them with creating various types of projects.
- Working as a photographer for Equilibrio marketing photoshoots, including post-production.
- Creating and scheduling posts on social media in text & photo format to promote news and newly introduced language courses.

5CA

June 2019 - July 2020

Gaming support agent

- Management in customers' service requests via Admin tools by updating account details, managing the commerce section and handling any technical issues.
- Resolving product or service problems daily by clarifying the customer's complaint; determining the cause of the problem; selecting and providing the best solution; expediting correction or adjustment; following up to ensure resolution
- Solving issues for customers/players via both emails and via live chat simultaneously
- Writing, speaking, listening, and presenting information effectively and persuasively;
- Providing feedback to associates through verbal and/or written mediums;

QUALIFICATIONS

Languages:

- English (C1)
- Serbian (Native)
- Great time management and organizing skills.
- Detail oriented.
- Driver's license - Category b
- Experienced with working in a team.

- Tech-savvy/familiar with troubleshooting tech issues
- Creative and open to new ideas

Proficient in software programs and platforms:

- Microsoft office (Excel, Word, Powerpoint)
- Teams
- Adobe Photoshop.
- Maya
- Visual Studio
- Davinci Resolve
- Salesforce
- Slack
- Avocado
- 811 webforms

Support platforms & CRMs:

- HubSpot
- Help Scout
- Intercom
- Confluence
- Pipedrive
- Helpshift
- Dixa
- Zendesk
- Salesforce
- REI software

EDUCATION

New Computer Technologies

Oct 2018 - Oct 2021

School of Electrical and Computer Engineering

- Graduated in 2021
- Focused mainly on learning and enhancing my coding skills in multiple programming languages, such as: C, Java, Java Script and CSS.

Photography school

Jan 2017 - Jun 2017

Photo Factory

- Learning the basics of photography
- Gaining experience with working with models and subjects on various kinds of occasions, for example; Public events, weddings, dedicated photoshoots, night photography, etc.
- Learning the photography rules, including the correct usage of a camera on manual settings.
- Getting introduced to the importance of lighting, and how it can affect the subject, including natural and flashlight.
- Finishing the final project, where the best candidates got a chance to exhibit their photographs in a gallery and receive a certificate.

INTERESTS

- Technology & hardware; Computers mainly.
- Photography and photo post production.
- Interior design
- Gaming
- Traveling

REFERENCES

1. Flock Safety reference for Assistant Project Specialist position, by Scott Rose :
https://drive.google.com/file/d/1aSNmyNoCY_Kjl0YTh8YXBN3UNUiAyvtd/view?usp=sharing
2. Flock Safety reference by Velo Lukic:
<https://drive.google.com/file/d/13ZOUTPByFiPyNIJFaO2wWLkeKymxNd8i/view?usp=sharing>