

# Stasa Rudic

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## Work Experience

### **Service Desk Specialist**

July 2023 – Present

- Provided frontline technical support remotely, effectively resolving IT issues and addressing user inquiries.
- Proficiently troubleshooted hardware and software problems, ensuring seamless operations.
- Managed team reporting and coordinated user account management, maintaining comprehensive documentation of support processes.

### **Call Center Agent – TLS Contact**

October 2022 – July 2023

- Providing consular VISA services

### **Support 1<sup>st</sup> line – Hyperoptic**

August 2021 – March 2022

- Daily communication with customers via phone, email, and chat.
- Assistance with billing, technical and administrative tasks.
- Advanced usage of Microsoft Office package, Infinity, Jira, and Zendesk.

### **Brand Manager – NCR Corporation, Belgrade**

August 2020 – August 2021

- Built and maintained relationships with key stakeholders, such as retailers and partners.
- Effectively managed and prioritized multiple projects simultaneously by working closely with cross-functional teams, resulting in on-time completion
- Effectively performed product demonstrations and presentations
- Created advanced reports in Salesforce in line with business objectives.
- Consistently executed daily reporting and follow-up procedures for all incidents to ensure timely resolution and effective communication.
- Designed, implemented and maintained network infrastructure for restaurants and small-to-medium businesses through hands-on experience in the field.

### **Retention Specialist - NCR Corporation, Belgrade**

June 2020 – December 2020

- Daily communication with customers through phone and email, adept at investigating and determining the reasons for customer churn.
- Handled customer inquiries with tact and adaptability.

## **Technical Support Specialist - NCR Corporation, Belgrade**

*July 2019 – June 2020*

- Provided customer support via daily communication through phone and email, supporting both SaaS and equipment/hardware customers.
- Sorted the issues by their type and effectively escalated them to appropriate teams (credit, billing, replacement, retention team, etc.).
- Maintained a track record of great customer handling and adaptability in every call scenario.
- Applied 100% troubleshooting/information gathering before escalating issues to other teams.
- Provided detailed notes for Jira ticket creation.

## **Education**

### **ELECTRICAL ENGINEERING HIGH SCHOOL "NIKOLA TESLA"**

- Major: Telecommunications
- Minor: Electrotechnical technician

## **Professional skills**

- Strong verbal and written communication skills
- Proficient in customer service and support principles
- Experience with help desk software and ticketing systems
- Proven ability to de-escalate and resolve customer complaints
- Experience with sales and upselling techniques
- Knowledge of industry-specific technical terms and processes
- Strong problem-solving and critical thinking skills
- Ability to work well under pressure and in a fast-paced environment
- Ability to multitask and prioritize effectively
- Fluent in English
- Experience with CRM software (Jira, Zendesk, Salesforce)
- Understanding of legal regulations related to customer service