Stefan Markoski

Date of birth: 17/11/2002

Place of birth: Ohrid, North Macedonia

Nationality: Macedonian/citizen of the Republic of North Macedonia

CONTACT

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ABOUT ME

Computer Science student, with only the diploma thesis remaining for graduation. Experienced in full-stack web development (Laravel, Python, C++, SQL), with a strong focus on backend development. Eager to contribute technical skills and gain practical experience through a software engineering internship.

SKILLS

C++ | Object Oriented Programming | C programming Language | HTML | CSS | SQL | Laravel | Java | Organizational | • Customer service | Teamwork & collaboration | Problem Solving (Problem Analisys)

PROJECTS

CURRENT

Laravel-Project

Developed a fully functional blog website using **Laravel 8**. Used **MVC architecture, Eloquent ORM, and Blade templating** for clean and maintainable code. Gained hands-on experience in **full-stack web development** and practical application of Laravel best practices.

Link https://github.com/stefanmarkoski1/Laravel-Project

CURRENT

Book-Exchange-Project

Developed a **book exchange web application** using **Python** Implemented **user registration, login, book listing, search functionalities**. Applied **form validation, database interactions, and session management** for secure and smooth user experience. Gained practical experience in **full-stack web development with Python**

Link https://github.com/stefanmarkoski1/Book-Exchange-Project

EDUCATION AND TRAINING

10/2021 – CURRENT Ohrid, North Macedonia

Information Communication Systems Engineer University of Information Sciences and Technology "Saint Paul the Apostle"

08/2017 – 05/2021 Ohrid, North Macedonia

Economic technician SOSU "St. Cyril and Methodius"

Address Mite Bogoevski, 6000, Ohrid, North Macedonia

WORK EXPERIENCE

Taskforce Ohrid, North Macedonia

Patient Care Associate

05/2025 – Current
Collaborated within a focused taskforce to provide frontline customer support. Resolved a high volume of inquiries, consistently meeting response SLAs and enhancing customer satisfaction. Utilized CRM/ticketing systems to log interactions, identify trends, and escalate complex issues—driving improvements in support workflows. Coordinated actively with internal departments (e.g. Technical, Product, QA) to resolve issues swiftly and ensure a seamless customer experience. Developed key competencies in empathy, effective communication, conflict resolution, and time management in a fast-paced support environment.

Slice Ohrid, North Macedonia

Customer Service Representative

08/2021 – 08/2022
Handled customer inquiries through phone, email, and live chat, ensuring prompt and courteous communication. Resolved customer issues and complaints in a professional and timely manner, maintaining a high level of customer satisfaction. Additionally, I was responsible for training new employees on customer service best practices, helping them develop the skills necessary to deliver exceptional support.

VOLUNTEERING

01/2024 – 01/2024 Ohrid

Organization Volunteer - Startup Macedonia

Assisted with general coordination and greeted both participants and visitors. Assisted in organizing and coordinating events, ensuring smooth logistics and participant engagement. Provided technical support during workshops and presentations, including setting up equipment, troubleshooting issues, and supporting speakers and attendees. Gained valuable experience in event planning, teamwork, and problem-solving in a dynamic, fast-paced environment.

LANGUAGE SKILLS

MOTHER TONGUE(S): Macedonian

Other language(s):

English

Listening C2
Spoken production C2
Reading C2
Spoken interaction C2
Writing C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DRIVING LICENCE

Driving Licence: B