**MIRJANA MITREVSKA**

**(Customer service and sales professional with GCC experience)**

Date/place of birth: 01/07/1987, Bitola, Republic of Macedonia

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| *Objective* | As an **experienced Customer Service, Sales and Administrative Specialist**, my **goal** is to **develop further my hosting, managerial, retail and/or organizational skills in the Middle East region** -dealing with variety of social situations in a specific multicultural environment and meeting plenty of clients from diverse backgrounds.Available within **short notice period** for a good job opportunity**.** |
| *Summary of Qualifications* | **Graduated Law Specialist, certified Accountant & GCC experienced Customer Service/Office Administration and Beauty Sales Professional with 9+ years of relevant experience –** that implies proficiency in the following skills:* **Administrative skills: Front Office Management,** Accuracy, **Business Correspondence**, Translating/Editing, **Document Management**, **Legal Familiarity**, Planning & Scheduling; Filing, Faxing & Billing; Videoconference Preparation, **Financial Reports Preparation**.
* **Customer Relations skills:** Patience, Attentiveness, Empathy, Clear Communication, Positivity, Continuous (Self) Improvement.
* **Sales skills:** Product Knowledge, **Client Relations**, **Negotiation**, Proposals, Persuasiveness, Cold Calling, Follow-Up, **Client Retention, Customer Satisfaction;** also **Marketing/Advertising and Presentation skills**;
* **Organization, planning and execution** of different pre and after sales activities.
* **New Business Development,** ability to attract new customers and expand to other markets.
* **Financial skills: Business Analysis**, **Accounting**, Purchase Management, Reading/Interpreting Financial Parameters/Reports.
* Professional and courteous phone and face-to-face etiquette; ability to **quickly solve clients’ complaints** and **fulfil their special requests and needs**.
* Proven track of **demonstrated efficient Beauty Salon organization**; in-depth knowledge of all **internal products/services** and **procedures**.
* **Excellent oral and written English language communication** skills with **solid communication in German, Spanish** and other Balkan languages**.**
* Ability to work **independently**, in a **team** and/or with **limited supervision**.
* **Leadership potential**, ability to take responsibility and act properly in **crisis management situations.**
* **Interpersonal skills**: listening, understanding, compassion, social intelligence.
* **Ability to manage and respond to multiple tasks** in an efficient and effective manner, while at the same time being flexible.
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| *WORK EXPERIENCE*  |  ***SWAN Shopping App (UAE)*** **Business Development Executive (August 2020 \_ Present)*** maintain knowledge of all product and service offerings of the company.
* Identifying new sales leads.
* Maintaining fruitful relationships with existing customers.
* Make cold calls for new **business** leads.
* Build contacts with potential clients to create new **business** opportunities.
* Follow company guidelines and procedures.

C:\Users\HP\Desktop\elite-logo-original.jpg***Elite Fitness-Personal Training (Abu Dhabi, UAE)*****Promoted to Sales Executive (September 2018 – June 2020)*** Setting sales goals and developing sales strategies.
* Researching prospects and generating leads.
* Contacting potential and existing customers and companies on the phone, per email, and in person.
* Handling customer questions, inquiries, and complaints.
* Managing the sales process through specific software programs.
* Preparing promotions and marketing material to the potential and existing customers.
* Excellent skills with corporate rate deals

***Elite Fitness-Personal Training (Abu Dhabi, UAE)*****General Receptionist/Personal Assistant (October 2017- September 2018)** * Greeting and welcoming visitors and providing them with a positive first impression of the facilities.
* Directing the visitors and answering their questions
* Maintaining security and telecommunications systems
* Keeping office secure by following procedures, monitoring logbooks, and issuing visitor badges
* Complying with procedures, rules, and regulations on keeping a safe and clean reception area
* Documenting and communicating various actions, irregularities, and continuing needs
* Contributing to the team by accomplishing tasks as needed
* Answering the telephone; taking and relaying messages; providing information to callers
* Preparing letters and documents for the TAX company
* Receiving and sorting mail and packages
* Scheduling appointments and maintaining appointment calendar
* Coordinating meetings and assessments for the potential clients
* Ordering office supplies and monitoring the daily, monthly and yearly expenses.
* Managing digital and hard copy filing systems

***ORNINA (Abu Dhabi, UAE)*** **Gest Relation Executive (March 2017–August 2017)*** Participating in promo activities and organized events within outlet; managing all the event related work (setting up tables, maintaining interior/exterior of the outlet, fulfilling special requests etc.)

***ASPIRE KATARA HOSPITALITY (Doha, Qatar)C:\Users\Maja\Desktop\AKH Logo.jpg*****Senior Hostess (June 2015 - June 2016)*** In charge of the overall customer experience and well-being of the guests in the dining area.
* As Chief Hostess, leading a team of hosting staff and providing training and education on customer service for the newcomers.
* Greeting VIP guests and patrons personally, offering appropriate seat arrangements, presenting food & wine menus, advising on the best options and taking orders.
* Inspecting dining VIP room services and always ensuring neat and hygienic facilities; assisting the manager to clean and close the restaurant(s) after the hours.
* Attending monthly staff meetings and training sessions.

**Beauty Salon Studio M (Bitola, Rep. Of Macedonia)C:\Users\Maja\Desktop\body-m-logo-retina-1.png****Beauty Salon Supervisor (March 2013 - November 2014)*** In charge of overall operations management of well-known beauty salon**;** supervising staff, performing procedures of salon opening/closing, maintaining established hygiene and safety standards, ensuring adherence to the established laws and regulations; taking care of marketing/sales and financials.
* Financials: Ensuring all payments amounts and records are accurate; balancing cash at the end of each shift; controlling expenses.
* HR: Maintaining salon staff by recruiting, selecting, orienting, and training employees on different beauty procedures, treatments, as well as advanced customer service and sales techniques.
* Achieving financial objectives by preparing an annual budget; monitoring sales parameters on a daily level; analysing weekly and monthly sales.
* Ensuring availability of merchandise and services by approving contracts; maintaining inventories; restocking upon need.
* Formulating pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Maintaining the stability and reputation of the salon by complying with legal requirements.
* Upgrading professional and technical knowledge by attending educational workshops; establishing personal networks; participating in professional societies.
1. ***Accounting company GORDELA (Bitola, Republic of Macedonia)***

**Administrative Secretary (August 2010 –August 2012)*** Performing duties of Administrator, Secretary and Accountant within company.
* Screening and fielding telephone calls, receiving and directing visitors.
* Filing and data entry; creating spreadsheets and presentations.
* Maintaining records of orders and inventory, preparing reports and financial data for the management.
* Office support activities for multiple supervisors.
* Maintaining good customer relations, acting as negotiator on various issues.
* Arranging conferences, meetings and travel reservations for office personnel.
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| *Education* | **• BA: Law Studies-Criminal Justice (2007-2012)** **-Academy for Judges and Public Prosecutors, University Sv. Kliment Ohridski, Republic of Macedonia (2012- present).****• High School (Socially humane direction) Taki Daskalo, Bitola, Republic of Macedonia (2002-2006).****Certificates and trainings:****• Worker University “Krste Petkov Misirkov”: *Accounting Certificate*****(Bitola, Republic of Macedonia)****Courses attended**: (*Data Input, Clearance of Accounts, Preparation of Reports, Financial software, Preparation of Pay Rolls*)**• Private school for languages: LEKSIKA (Bitola, Republic of Macedonia)** **Courses attended**: (***German language -Certificate***)  |
| *Computer Skills* | • **MS Office (Word, Excel, Power Point, Outlook), Photoshop 🡸advanced knowledge**• **Financial software****Other:** Fair knowledge about **social networks advertising and digital marketing tools such as SEO etc.** |  |
| *Languages* | • **Native: Macedonian****• Fluent: English, Serbo-Croatian (spoken, written)****• B1 level: German (spoken, written)** **• B3 level Spanish (spoken, written)** |
| *Activities and Interests*  | Reading, Writing, Learning Foreign Languages.Sport (Fitness), Travelling.**Holder of driving license B – UAE**  |
| *References* | Available upon request |