**MIRJANA MITREVSKA**

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

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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. | |
| *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. | |
| *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 | |