

A customer oriented and highly motivated individual who can provide a high level of administrative support to enable the smooth running of a busy office. Maxine is a proactive office administrator who's always eager to lend a helping hand and make sure that a business runs efficiently, professionally and safely.

AREAS OF EXPERTISE:

- Office procedures
- Maintain office files;
- Answer phones;
- Resolving queries;
- Quoting customers;
- Data management.

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WORK EXPERIENCE

TECHNICAL ASSISTANT

Rafajlovski Consulting & Audit

2011-CURRENT

Skopje, Macedonia

Duties:

- Providing support to the company through both administrative and clerical duties;
- Involved in the typing and creation of documents as well as the processing of client information;
- Handling telephone information requests;
- Photocopying and scanning administrative documents;
- Handling telephone information requests;
- Processing incoming and outgoing mail;
- Logging information on internal systems;
- Gathering useful and important information by phone, letter, email or in person.

BEAUTY ADVISOR

Orbiko LLC

2009-2011

Skopje, Macedonia

ASSISTANT OF THE PR MANAGER

Ritz Carlton Hotel

2007-2008

Miami, Florida

ASSISTANT OF THE PR MANAGER

Hard Rock Club

2006

Skopje, Macedonia

PROMOTOR

eXpressive graphi

2006

Skopje, Macedonia

PRESENTER AND ASSISTANT ACCOUNT MANAGER

SkyNet TV

1999-2002

Skopje, Macedonia

PERSONAL SKILLS

- Culturally aware;
- Respectful to others;
- Sociable;
- Helpful;
- Self-motivated;
- A good team player.

PROFESSIONAL SKILLS AND COMPETENCES

- Well organized, and be able to prioritize work in an efficient manner;
- Providing high quality Customer Service;
- Good level of numeracy;
- Good at juggling tasks and prioritizing;
- Impeccable telephone manners;
- Resolving and managing queries to closure,
- English speaker;
- Numerical skills;
- PC literacy: MS Office
- Driving license.

PERSONAL SKILLS

- Calm and composed under pressure and able to work to tight deadlines;
- Ability to work within a busy and demanding team environment;
- Able to work with minimum amount of supervision and on own initiative;
- Possessing cultural awareness and sensitivity;
- A self-starting individual who brings the ability to make things happen;
- Always being respectful and polite to others.

ACADEMIC QUALIFICATIONS

- *BSc (Hons) Marketing Management* *1995 - 2000*
(South-Eastern European University, Tetovo, Macedonia)

REFERENCES

- Available on request.