

A determined, driven and enthusiastic service delivery officer who has a long track record of delivering business and technology solutions that clients want. Marjan's number one goal is client satisfaction. He has vast experience of managing expectations and providing excellent customer service. He will always take ownership of any problems that arise, and work hard to implement the policies and procedures laid down by the company directors.

AREAS OF EXPERTISE:

- Service Delivery Management;
- Process Improvement;
- Correspondence ;
- Office supplies;
- Domestic firms chief contact;

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WORK EXPERIENCE

SERVICE DELIVERY OFFICER

Rafajlovski Consulting & Audit

2010-CURRENT

Skopje, Macedonia

Duties:

- Managing resources to meet daily delivery schedules;
- Effectively managing multiple orders to ensure that they are delivered on time, within budget and to the Clients satisfaction;
- Providing guidance to subordinates on company goals and policy;
- Building strong, lasting client relationships with clients;
- Spotting new client business opportunities;
- Conducting key client facing meetings;
- Writing up service delivery reports;
- Ensuring that projects are completed on time.

COMMERCIALIST

MPM-Print LLC

2007-2010

Skopje, Macedonia

COMMERCIALIST

Rafajlovski Consulting & Audit

2007-2008

Skopje, Macedonia

WAREHOUSEMAN AND EXCHANGE OFFICE CLERK

Center for economic and legal cons

1993-1998

Skopje, Macedonia

OWNER

Videoshop

1990-1991

Skopje, Macedonia

PROFESSIONAL SKILLS AND COMPETENCES

- Providing high quality Customer Service
- Well organized, and be able to prioritize work in an efficient manner;
- Formulating effective strategies to increase performance;
- Impeccable telephone manners;
- Resolving and managing queries to closure;
- Serbian and Croatian speaker;
- PC literacy: MS Office
- Driving license.

PERSONAL SKILLS

- Calm and composed under pressure and able to work to tight deadlines;
- Making timely, correct decisions that are based on facts
- Having a 'can do' attitude and a willingness to work hard to achieve company goals;
- Possessing cultural awareness and sensitivity;
- Always being respectful and polite to others.

ACADEMIC QUALIFICATIONS

- *High-school degree* **1983 - 1979**
(Secondary School "Rade Jovchevski-Korchagin", Skopje, Macedonia)

REFERENCES

- Available on request.