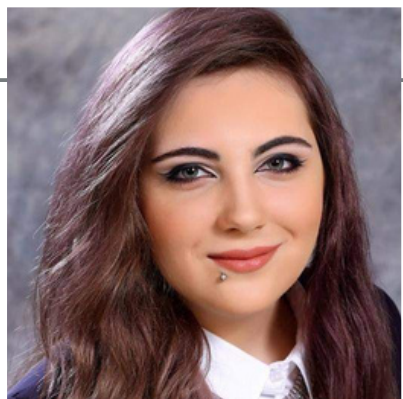




Kristina Nastova

CUSTOMER CARE
REPRESENTATIVE

Bio & Contact

Date of Birth
12/02/1998

📍 Skopje, North Macedonia

✉️ nastova1@hotmail.com

☎️ +389 70 459 151

Skills

Proficient communication in English

Great organizational skills

Sales and customer service experience

Kind, pleasant, patient, and hard-working

Tech-savvy and quick to learn new software/tools

Great at multitasking

Education History

BA Degree in English
and Spanish Language;
Business Stream

Oct 2016 –
May 2023

(AUE) American
University of Europe –
FON, Skopje North
Macedonia

<https://fon.edu.mk/>

- Major in Contemporary & Business English
- Minor in Intercultural Communication, Translation, Literature
- Second language: Spanish

High School
Diploma

2012 – 2016

High School Dobri
Daskalov,
Kavadarci (North
Macedonia)

<https://dobridaskalov.edu.mk/>

- Language Stream

Work Experience

Customer Service Representative

Sept 2020 – Present

Minkov Global Servis, Skopje

- Working with applicants on Live Chat;
- Answering emails;
- Explaining VISA and work permit procedures for different countries

English Language Representative

11 Nov 2019 – 15 April 2020

OneContact DOOEL Skopje

- Responding to all incoming calls;
- Placing orders for customers;
- Providing information to customers and general inquiries;
- Follow internal company guidelines in regards to call handling

Front Desk

5 Jul 2019–15 Sep 2019

Harbor Square Suites, Put-In-Bay, Ohio (United States)

- Checking in and checking out guests;
- Coordinate housekeeping employees;
- Receiving and welcoming guests;
- Answering incoming phone calls;
- Receiving and sorting daily mail;
- Provide information to guests.

Sales Associate

1 Jun 2019–15 Sep 2019

PIB Candy Bar Inc DBA The Candy Bar, Put-In-Bay, Ohio (United States)

- Cashier;
- Serving and sales of candy and ice cream;
- Stocking candy and ice cream;
- Overall maintenance of the entire store.

Researcher and Ghostwriter

1 Mar 2018–5 Feb 2019

TrialJoin, Inc, Irvine, California (United States)
<https://trialjoin.com/>

- Researching article topics from the clinical research industry;
- Ghostwriting articles, social media posts, and ebooks;
- Proofreading and editing of existing texts;
- Designing and creation of PPTs;
- Web content.

Translation and Interpretation

1 Oct 2016 – 25 Dec 2016

DOO Garland Agrofud, Stefan's Winery, Kavadarci (North Macedonia)

- Document translation;
- Interpretation at meetings with the owners which were foreigners.

Digital

MS Office

Google Docs

Slack/Teams/Skype

Email

Social Media
(Facebook, Instagram, Pinterest)

Canva Design

Social media copywriting

Languages

Macedonian
Native

English
Proficient (C2)

Spanish
B2

French
A2

Additional Information

Team leader in an
intercultural exchange
Pestalozzi, Switzerland (2015)