Ivana

Ivana.348272@2freemail.com

**Work experience:

Ecco brand Dubai, UAE Aug.2016-to present
Senior Sales consultant**

* Meets with customers in a sales environment to drive product sales and knowledge
* Follows up with any clients to make sure that they are satisfied with product
* Help improve brand awareness in cooperation with the marketing department
* Responsible for working in a target driven sales environment to maximize the opportunity of sales
* Maintain high standards of Visual Merchandising housekeeping in term of cleanness, display and stock rotation

**Mendoza Restaurant, Stade, Germany                Jan. 2016 – to Jun. 2016**

**Guest relation officer**

* Coordinating and multi-tasking job duties in a busy environment
* Providing excellent customer service
* Handling guest complaints and concerns in an efficient and timely manner
* Build and maintain guest experience standards in order to build strong loyalty
* Examine activities logbook, assign tasks appropriately and implement control schedule daily

**Hotel and restaurant “Sumski feneri” , Bitola Macedonia          Sep. 2014- Dec. 2015**

**Guest relation representative**

* Provide customers with information on daily deals and promotions
* Discuss and build trust productive and lasting relationships with guests
* Communicate with customers to assess and satisfy their needs, and meet or exceed their expectations
* Analyzing customer feedback and providing strategic direction to continuously improve overall rating

**Education:**

* S.O.U. Taki Daskalo bussines school and college (2010-2014)
* Goce Delcev elementary school (2002-2010)
* **Trainings:**
* “Journalism and entrepreneurship “ –Turkey,Akcakoca Mar.2016
* “This is my right” – France,Loisy Aug.2015
* “Europe in good shape” – Bulgaria,Berkovitsa Nov.2014
* “Leadership and public speaking” – Macedonia, Ohrid Oct.2014

**Excellent command of Microsoft office tools, POS, WordPress, CRM software**

**Languages:**

* **Macedonian (native)**
* **English -fluent**
* **Croatian- fluent**
* **Serbian- fluent**
* **Russian – intermediate**
* **German- basic**