## Personal data



First Name: Jovana

Surname: Siljanovski

Date of birth: 06/23/1991

Place of birth: Belgrade

Address: Dusana Vukasovica 69/59, Belgrade

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Driving licence: B category

## Work and Volunteer experience

**Upwork (January 2018-)**

**Position: Content, article and review writer**

**Job description:**

* Writing reviews and how-to articles for a drumming website
* Actively using SEO
* Researching relevant websites and various material regarding requested topics and themes
* Reviewing social media profiles for a business-oriented websites
* Writing travel and commodity recommendations

**Upwork (January 2018)**

**Position: Freelance Proffesional Resume and Cover letter Writer**

**Job description:**

* Creating resumes with the correct format and content
* Giving an emphasize on the skills and achievements of the candidates
* Choosing the right type of format for every candidate, as a resume must be tailored to the specific needs of each employer
* Writing cover letters for the clients
* Keeping track of the job industry and its requirements

**Erasmus+ Programme of the European Union, Belgrade (August 2017 to January 2018)**

**Position: Translator for Greek language**

**Job description:**

* Responsible for translation of the required documents and brochures from English to Greek
* Proofreading and text editing
* Cooperation and communication with the colleagues responsible for the intermediation with the European Committee, who funded this project

**NCR COE, Belgrade (February 2015-)**

**Position: Help Desk Specialist for Greek and English language**

**Job description:**

* Responsible for overseeing the installation, configuration, and maintenance of Hardware and Software Systems in support of business processing requirements
* Modifying operating system parameters and system configurations
* Remote support for users of Sabre client software – software installation and basic administration of Windows and Macintosh environment, analysis and solving all possible problems that prevent client’s software from its proper functioning
* Maintaining the devices (tills, TGTs, printers, PDAs, iPods, iPads) which are being used in the INDITEX store chains, delivering solutions remotely, providing support to Customer Engineers

**Travel Agency ‘’OMNITURS’’, Belgrade (June 2009 to September 2010)**

**Position: Travel agent**

**Job description:**

* Client reception, providing information regarding travel arrangements
* Trip booking using AMADEUS software system, selling insurance, collecting and processing payments
* Keeping clients up to date with any changes
* Contact with agency representatives on a specific touristic destination

**Embassy of the Republic of Greece, Belgrade (April 2014)**

**Volunteer position: Participation in the Organizing Committee of the *Greek Cinematography Week* in Belgrade, within the Greek Presidency of the EU Council**

**Ministry of Youth and Sports of the Republic of Serbia (September to December 2014)**

**Volunteer position: Greek language translator, *SOFA’*s program co-worker (Student and Youth physical activities)**

**Website Belgradeinfo.rs (November to May 2013)**

**Volunteer position: Greek language translator, website’s co-worker**

**Job description:**

* + Translating required material regarding places, bars, restaurants, hotels, nightlife in Belgrade

**Faculty of Philology, Belgrade**

**Volunteer position: Cooperation in organisation of international scientific conference *Philological Researches Today* (November 2013)**

**Slavija Hotel, Belgrade**

**Position: Front Desk Clerk (May 2007 to May 2008)**

**Job description*:***

* + Dealing with the inquiries in person, on the telephone or via e-mail
  + Administering all reservations, cancellations and no-shows
  + Keeping up to date with current promotions and hotel pricing, and providing information to guests and realisation

- Regular security checks throughout the day

- Providing reports, as required

## Education

**University degree in Modern Greek language and Literature** (Faculty of Philology, University of Belgrade, Serbia 2010-2014)

## High school degree in Tourism and Hospitality (Tourism High School, dept. for Tourism, Belgrade, 2006-2010)

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## Certificates and Trainings

**Yellow Belt, Six Sigma,** NCR Continuous Improvement (2017)

**Trainings**

ITS BCP Drill, Security Awareness, NCR New Hire Orientation, ACD – Softskills Eurocentral, The Angry Caller: What's Your Plan?, Business Continuity Awareness, Business Continuity Plan, Customer Advocacy: Enhancing the Customer Experience, Customer Service over the Phone, Customer Service Fundamentals: Building Rapport in Customer Relationships, Inside Belgrade SOC

## Knowledge of languages

Greek language - fluent level

English language - advanced level

Macedonian language - intermediate level

## Skills

Technical skills and competences:

- Basic concepts of IT, using the computer and managing files, word processing, working

on spreadsheets, databases, presentation, information and communication

- Excellent knowledge in Microsoft Office Packages

- Medium knowledge in PC hardware and software

- Remote administration, such as *Team Viewer*, *LogMeIn, Go2Assist*

- Basic knowledge in HTML

## Social Media Profiles

https://www.facebook.com/jovana.siljanovski

https://www.linkedin.com/in/jovana-siljanovski-605917b2/

https://www.instagram.com/j\_siljanovski/