



ALEKSANDRA BALIC

WORK EXPERIENCE

contact

🏠 Novi Sad
☎ +381628354703
✉ balicevaa@gmail.com



talents

open
creative
friendly
positive
flexible
organised
punctual
talkative
empathic
adaptable

Customer Technical Support at Glovo

Responding to any kind of customer trouble, difficulties, etc. Answering all their questions and interests about Glovo, by being polite in every communication and providing a fast response. Refunding the money to customers if something went wrong with the delivery or food quality, after they provided any proof of that. Maintaining all received information properly in the system if/when required of me.

Slot Attendant at MaxBet and MerkurXtip

Description of my role at MaxBet included enjoying connecting and having a successful communication with guests and customers, no matter how big their importance at the place I work at is. It also included serving the customers with a smile on my face and keeping up the professionalism at its best. I am also really good when it comes to teamwork and always maintaining a good relationship with my coworkers or bosses. I was good at doing all of my obligations and responsibilities that came with this job, such as paperwork, working with slot machines, serving drinks and food to our guests, and having a great relationship with coworkers and the guests as much as possible.

SKILLS

-computer skills | MS Office; web development; managing social media and digital marketing; basic use of internet for professional/useful purposes
-communication skills | english language (full professional proficiency)
german (limited working proficiency)
serbian (native)

PERSONAL SKILLS

-customer service | persuasive speaking, patience, creativity, helpfulness at its best, responsibility, resourcefulness, politeness, bothsided support/satisfaction

-critical thinking | observation, obligation, reasoning, inference, attention to details, self-regulation, interpretation