

MILOŠ RAKOČEVIĆ



CONTACT INFORMATION

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- 📅 Oct 4, 1995
- 🌐 Montenegro

SKILLS

- Excell
- Photoshop
- Indesign
- Microsoft Word
- Microsoft PowerPoint
- CRM by Oracle
- Customer service
- Communication
- Customer service

LANGUAGES

- English | Advanced
- Serbian/ Montenegrin | Native
- Russian | Elementary

OBJECTIVE

As a linguist and customer care officer, my communication and problem-solving skills are my greatest asset. The can-do attitude I possess, allows me to partake in any kind of business venture.

EXPERIENCE

ONLINE CUSTOMER SUPPORT OFFICER

One Crna Gora. Podgorica, Montenegro | Jun 2022 - Present

- Consistently met my short and long-term targets including a 60 seconds FRT to consumers.
- Handled customer complaints with empathy and composure.
- Proactively participated in meetings and helped create new practices.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Processed a range of documentation and entered information into databases.
- Managed a large number of inbound requests, inquiries, and complaints.

A DESKTOP PUBLISHING ARTIST

Nova Pobjeda doo. Podgorica, Montenegro | Jun 2019 - Jun 2022

- Consistently met my short and long-term targets.
- Successfully participated in shaping the graphic design of the publication.
- Coordinated with journalists and editors on making necessary changes in order to achieve the standard of the visual effect.
- Worked on short-term on-demand publications for external companies and Governmental bodies.
- Worked with Adobe package, Photoshop, Indesign and Illustrator.

RECEPTIONIST

MonteCasa Wellness & Spa. Petrovac, Montenegro | Apr 2017 - Dec 2018

- Prepared billing statements and receipts for the guests.
- Managing reservations, and cancelations, and arranging transportation on the client's request.
- Created and maintained multiple office filing systems.
- Answered and quickly redirected up to 100 calls per day.
- Filed and delivered mail as needed.
- Worked in Fidelio Suit 8.

RECEPTIONIST

BIP Hotel. Budva, Montenegro | Jun 2016 - Oct 2016

- Prepared billing statements and receipts for the guests.
- Managing reservations, and cancelations, and arranging transportation on the client's request.
- Created and maintained multiple office filing systems.
- Answered and quickly redirected up to 100 calls per day.
- Filed and delivered mail as needed.
- Worked in Google Sheets and Fidelio.

EDUCATION

BACHELOR DEGREE IN BUSINESS ENGLISH LANGUAGE

Univerzitet Mediteran, Podgorica. Podgorica, Montenegro | Jun 2014 - Present

- During my bachelor's studies, I was trained in Business English and Literature.
- I studied both written and oral interpretation.

CITY TRAFFIC TECHINITIAN

SSŠ "Ivan Uskoković". Podgorica, Montenegro | Jun 2010 - May 2014

ACHIEVEMENTS

I was selected as a 'Live Chat' team representative and participated in the campaign which had the goal of introducing agents to the client base via billboard and web posters.

For the past year, I have worked as an online English tutor on the Native Camp platform and had great success in teaching the English language to foreign students.

DRIVING LICENCE

Categroy B