Frosina Doneska

Date of birth: 24/04/1997 | **Nationality:** Macedonian/citizen of the Republic of North Macedonia |

Phone number: (+389) 077755723 (Mobile) | **Email address:** frosedoneska@gmail.com | **LinkedIn:**

https://www.linkedin.com/in/frosina-doneska-18373921a/ | **Address:** 1000, Skopje, North Macedonia (Home)

PROJECTS

E-commerce Website Development (WooCommerce & Elementor Pro)

- Collaborated with a skilled developer on an e-commerce project using WooCommerce and Elementor, contributing to the creation of a functional online store.
- Successfully added comprehensive product information and data to the website, ensuring accurate representation and detailed descriptions.
- Demonstrated strong attention to detail while entering product specifications, prices, and images, enhancing the overall shopping experience for customers.
- Collaborated with the developer to integrate content seamlessly, contributing to the project's timely completion and client satisfaction.

WordPress Content Administration

- Efficiently inputted and organized content on WordPress sites, ensuring accuracy and consistency in formatting.
- Collaborated closely with clients to understand their content requirements and objectives, delivering customized solutions.
- Conducted thorough quality assurance checks to maintain content integrity and functionality across platforms and devices.
- Managed content updates, including text, images, and multimedia, to ensure a consistent and engaging user experience.
- I provided assistance in the development and maintenance of over 10 website projects.

WORK EXPERIENCE

10/2023 – CURRENT
EXECUTIVE ASSISTANT DATA GIANT

- Executive support in various administrative tasks, including filing, expense tracking, and project coordination for enhanced operational efficiency.
- Office operations and facilities management.
- Acting as a liaison between executive leadership and various departments, ensuring clear and effective communication channels, resulting in improved overall organizational efficiency.
- Implemented and maintained administrative processes to optimize internal operations.
- Fostering team collaboration and effective internal communication.

05/2023 – 12/2023
TALENT SOURCER - FREELANCE FUTURES WORKS GLOBAL

- Crafting and executing Boolean search strings for targeted candidate sourcing.
- Evaluating candidate profiles to select top talent aligned with job requirements and culture fit.
- Personalized first message outreach to engage candidates, resulting in increased response rates and quality conversations.

2020 – 2022
DIGITAL CONTENT MANAGER - CONTRACTOR DEVINE SOLUTIONS GROUP

- Proficient in managing and updating digital content across various platforms, ensuring accuracy and consistency.
- Product management for e-commerce platforms, including product listings, descriptions, and inventory management.
- Providing assistance with front-end development tasks.(HTML,CSS)

- Client maintenance and onboarding, fostering strong relationships and ensuring client satisfaction throughout the onboarding process.
- Debugging website issues.

10/2020 – 06/2023 Skopje, North Macedonia
STAFF SUPERVISOR MR.JACK

- Coordinated teamwork and streamlined organization to enhance service delivery to guests.
- Managed reservations and promptly addressed guest inquiries and requests with a friendly and efficient approach.
- Cultivated a collaborative team environment, boosting efficiency and enhancing customer satisfaction.
- Executed event planning with precision and attention to detail.
- Led and supervised waitstaff, optimizing their performance and ensuring seamless service delivery.
- Implemented training programs for new employees, equipping them with necessary skills and knowledge to excel in their roles.

05/2018 – 11/2018 Dubrovnik , Croatia
SERVICE COORDINATOR

- Engaged guests with welcoming interaction and efficient seating arrangements.
- Delivered exceptional customer service, adeptly addressing inquiries and providing recommendations.
- Successfully upsold menu items to enhance guest experience.
- Ensured impeccable table maintenance and presentation standards were upheld throughout service.

2016 – 2018 Skopje , North Macedonia
BAR SERVER VINYL

- Guest Services
- Reservation Management
- Developed and implemented service schedules and plans to ensure timely and efficient service delivery
- Provided exceptional client support by promptly addressing inquiries, resolving issues, and ensuring clients' needs were met.

EDUCATION AND TRAINING

2016 – 2018 Skopje, North Macedonia
FACULTY OF ELECTRICAL ENGINEERING & INFORMATION TECHNOLOGIES

Field of study Computer Hardware Engineering and Electronics

DIGITAL SKILLS

Operations support | Google Suite / Google Workplace | Microsoft Office | Talent Sourcing | Administration Assistance | Problem Solving | Attention to Detail | Time Management | Communication | WordPress | Elementor Pro

LANGUAGE SKILLS

Mother tongue(s): **MACEDONIAN**

Other language(s): **ENGLISH** | **CROATIAN**