

SONJA JOLICIC



Athens



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CAREER OBJECTIVE

A person with excellent communication skills. Bilingual, with amazing typing skills. Ability to multitask and to respond to different types of characters. Strong phone handling and listening skills.

EDUCATION



- Sergije Stanic Hospitality and Tourism 1991
- Milun Bozovic Typing - I A class 1996
- Google Basic IT skills 2021
- Odyssea School Sales Technique and Customer Support 2022

WORK EXPERIENCE



- **Customer Support Agent**
- Teleperformance Greece
- 2018-2020
- Providing customer support for a phone and car sharing company.
- **Inside Sales**
- Hemmersbach/ Pure Storage
- 2021
- Gaining new IT skills. Learned a lot about Data storage.

SKILLS



- Basic IT skills
- Friendly and helping personality
- Excellent typing skills
- Bilingual

VOLUNTEERING AND EXTRA CURRICULAR

- Volunteer Position
- Internet Research
- 2018 - 2021
- Researching websites like saylor.org, futurelearn, Open2 study for free education.

CERTIFICATION AND/OR SEMINARS ATTENDED

- Sales Technique and Customer Support / Odyssea School 2022
- 2022
- Digital Skills/ Accenture
- Customer Support / Saylor.org
- Computer Courses like Pretzi, Excel, Access /GFCLearn Course