



Jelena Joksimovic

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Profile

Experienced Quality and Communications Officer in aviation industry with strengths in customer service, sales, quality and performance management. Versatile, bilingual and efficient with 4+ years experience supporting managers and executives in high paced environments. Diversified skills include excellent customer service skills in travel industry, strong quality assurance and Sabre GDS knowledge, leadership, problem-solving skills, administrative and coaching support, planning and organisation, excellent phone and digital communication skills.

Work Experience

April 2017 - Present

Quality and Communications Officer

[Etihad Airways](#)

- Effectively monitor compliance and performance management system and targets
- Perform all supervisory functions in the quality team and ensure quality standards are met
- Implement detailed processes and procedures for key business activities
- Produce a suite of quality reports in Verint system to ensure that development needs are identified and met
- Analyze data to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- File waivers in Waiver Management Tool in order to close escalated cases and resolve customer's complaints
- Coordinate daily communication activities and update regularly a SharePoint Site

June 2015 - April 2017

Contact Center Team Leader

[Air Serbia](#)

- Responsible for managing and coaching a team of Call Center agents and providing outstanding customer service
- Handle escalated calls, complaints, pricing questions and airline ticketing queries
- Monitor queue status and increase a first call resolution rate
- Analyze KPIs on scorecards and look constantly for development and continuous improvement
- Evaluate calls in Italian/English language and track agent's performance by using Nice and Avaya CMS
- Manage email duty desk correspondence with all relevant airline departments

March 2014 - June 2015

Customer Sales Representative

[Air Serbia](#)

- Deal with inbound, outbound calls and email correspondence in Italian and English
- Issue airline tickets in Sabre Global Distribution System (GDS) and resolve different customer's ticketing and pricing inquiries
- Identify customer's needs and deliver a personalised issue resolution
- Meet personal/team qualitative and quantitative targets
- Run reports in case of flight irregularities and liaise with the airport ground staff

October 2013 - April 2014

Professor of Italian Language

[Adelante](#)

- Implement different teaching methods for students with various educational backgrounds
- Develop effective communication and listening skills
- Provide a positive learning environment during class hours

Volunteer Experience

April 2015 - April 2017

Soft Skills Trainer

[Air Serbia](#)

- Develop agents' professional selling skills techniques and communication skills

- Focus on customer service excellence and ensuring that the agents provide world class service experience to customers


Education

October 2013 - January 2015	Master of Arts in Foreign Languages and Literature University of Belgrade
October 2013 - March 2014	Master Translation Course for Italian Language Master Translation School
July 2013 - August 2013	Italian Language Course C2 Level University of Perugia
October 2009 - June 2013	Bachelor's Degree in Foreign Languages and Literature University of Belgrade
July 2010 - August 2010	Italian Language Course C1 Level School Dilit in Rome

Training

- April 2015	Soft Skills Training Etihad Airways
- March 2014	Sabre Passenger Services System- Reservations & Ticketing Program Etihad Airways

Languages

Italian	
English	
Serbian	
French	
German	

Skills

Teamwork
Leadership
IT Skills
Communication Skills
Adaptability
Problem Solving Skills

Interests

Web design
Digital Photography
Swimming
Handball

References

Available upon request