

MAGDALENA RAKIKJ

BACHELOR OF ARTS IN PUBLIC RELATIONS

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Kumanovo, North Macedonia

EDUCATION

● 09/2017- / **Faculty of Political Sciences | University of Belgrade** | Belgrade, Serbia
Interdisciplinary Joint Master's Programme in South-Eastern European Studies (English)

● 09/2014-05/2017 **Faculty of Law "Iustinianus Primus"**
Skopje, North Macedonia
Public Relations
(undergraduate)

CERTIFICATES

- **IELTS Certificate (academic) CEFR LEVEL C1**
- **Public Speaking Seminar** - Forum Oratores, Skopje.
- **Premium Excellence Service Program** - Qatar Airways 06/2025
- **Initial Safety Training** - Qatar Airways 04/2022

PROFESSIONAL PROFILE

Competent professional with international experience in the aviation industry, customer relations, sales and administrative operations. Skillful in delivering premium service, managing safety protocols, and ensuring efficient communication in dynamic environments. Eager to explore new opportunities and develop additional skills. Set to begin the next phase in my professional career investing all of my previous experiences.

WORK EXPERIENCE

First & Business Class Cabin Crew | Qatar Airways

June 2025 - February 2026

- Delivered personalized "five-star" service to premium and VIP passengers.
- Executed fine dining, à la carte meal service, and premium beverage service.
- Ensured full compliance with international aviation safety standards.
- Managed discreet handling of high-profile guests and confidential matters.
- Conducted detailed safety and service checks in premium cabins prior to flight.
- Collaborated with the Purser and senior crew to ensure seamless cabin operations.

Economy Class Cabin Crew | Qatar Airways

May 2022 - June 2025

- Provided high-volume customer service while maintaining premium hospitality standards.
- Assisted passengers with special requests, medical cases, and other onboard needs.
- Supported pre- and post-flight operational procedures and reporting.

SKILLS

- adaptability
- team work
- emotional intelligence
- time management
- Microsoft Office Package (Word, Excel, Publisher, Power Point, Outlook)
- Adobe photoshop (beginner), CANVA

Team Coordinator of Sales Representatives | Compass Holding LLC - Chicago, IL (Kumanovo Office)

December 2021 - February 2022

- Managed sales teams and organized daily operational activities.
- Maintained positive relationships between employees, the company, and clients.
- Assisted team members and clients throughout the contract signing process.

Sales Representative | Compass Holding LLC - Chicago, IL (Kumanovo Office)

November 2020 - December 2021

- Identifying and reaching out to potential customers.
- Creating and delivering appropriate presentations on services.

Accounts Payable Executive | Compass Funding Solutions - Chicago, IL (Kumanovo Office)

July 2020 - November 2020

- cold calling, b2b sales
- Collected open invoices purchased from clients using factoring services.
- Managed direct communication with brokers and provided customer support.

Front Desk Officer | Americana Hotel - Ocean City, MD, USA May 2018 - September 2018

- Responsible for online bookings, website customer support, and billing.
- Prepared daily sales reports for a family resort.