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Work experience

12/2021 – PRESENT DUBLIN, IRELAND

Sales Development Representative CarGurus

- Reaching out to and receiving inbound leads, prospecting and cultivating low-funnel sales opportunities
- Articulating CarGurus values proposition to dealers
- Displaying self-driven, self-starter attitude while assisting in increasing the dealer base on CarGurus site
- Displaying strong communication skills, and display ability to multi-task in a rapidly-changing environment (adapting communication style to suit different users)
- Demonstrating persistence, tenacity, ability to overcome obstacles and handle objections
- Partnering with account executives to create a plan for developing exceeding quotas
- Displaying strong prioritisation, organisation and time management skills
- Using internal analytical tools, Salesforce and online research

06/2020 – 12/2021 DUBLIN, IRELAND

Customer Care Expert Wix.com

- Providing expert advice to users, uncovering their business needs and helping them grow even more successfully
- Working in a high-volume and fast-paced environment providing support over multiple channels: phone (inbound and outbound calls), double chats and emails
- Displaying excellent verbal and written communication skills and continuously learning to stay up to date with new product features, workflows and policies while working with other global departments and cross-functional product teams
- Mentoring new agents: responsible in guiding new joiners in order to help them achieve targets

Advance Roles within company:

Work experience

Advance Billing Team:

- Handling advance billing issues/requests, handling escalations
- Using advance internal analytical tools, reviewing policies and workflow process, remaining up to date on key workflow changes, operational guidelines and policy updates
- Handling sensitive information, handling issues outside policy displaying great critical thinking and problem-solving skills
- Supporting and educating Tier 1 Agents, providing re-trainings when needed
- Supporting the operational team and their quality initiatives, handling escalations and escalating sensitive issues to higher team

Premium Risk Team

- PII information verification
- Risk evaluation and protection of user's privacy
- Handling fraudulent transaction claims
- Handling blacklisted and blocked accounts, chargebacks, open disputes, restoring accounts
- Handling sensitive escalations and escalating to higher team when needed, identifying problems that challenge the safety and integrity of our platform
- Keeping up to date with workflow changes, operational guidelines and policy updates
- Identifying and recommending improvement to policies process, system and products
- Exposure to sensitive content and information

Advance Tech team

- Identifying, locating, clarifying the issue while displaying strong decision making and problem solving skills
- Having insight into advance tools and procedures, advance troubleshooting
- Helping users in resolving their technical issues and filling in the product knowledge gaps
- Working with PST/developers to make sure issues are resolved as soon as possible

Working on Priority Queue

- Supporting Priority users - operating with urgency and prioritising multiple functions and tasks

Advance Wix Payments team

Work experience

- Troubleshooting issues with Wix payment accounts
- Reviewing sensitive information to make sure all the documentation is correct
- Reviewing the sites, site's content and products to make sure they adhere to Wix's policies
- Exposure to sensitive, graphic content whether user's private information or site's and product content like pornography and other content formats deemed offensive or of a sexual nature, illegal products or services or any service providing peripheral support of illegal activities, including illegal gambling services...
- Displaying strong and critical decision making skills, risk assessment and proactive communication to protect users from abuse across our platform.

05/2018 – 05/2020 DUBLIN, IRELAND

SMB Expert (Global Marketing Solutions)

Accenture

- Providing consultative advice to small and medium-sized businesses (SMB) across multiple channels of customer service support: double chats, email and phone
- Providing pre and post - sales education for all self-service products, offering clients exceptional advice and product insight to improve their experience and ultimately drive higher product adoption and spend.
- Implementing processes to make the Facebook CS team more efficient and effective - showing great problem-solving and critical decision making skills
- Working with global and cross-functional teams
- Display critical thinking and decision making skills, self-starter that can multi-task under pressure in fast paced changing environment
- Remaining up to date on key workflow changes, operational guidelines and policy updates making sure to protect safety and integrity of our products and community
- Reviewing the site's and product's content making sure it adheres to Facebook policies
- Exposure to sensitive content including but not limited to pornography, vulgar content, violence, fake news, illegal products and services... (business page, ads, shop, posts)

Advance Roles within Company

- POC of the team
- Mentoring newbies: responsible in guiding new joiners in order to help them achieve their targets
- Providing trainings and re-trainings to make sure agents are up to date with product features, processes and policies
- Helping TL in statistic report creation
- Working with Reporting team to manage SLA

Work experience

- TL Academy-managing two teams for 6 months, queue review, working with TL's and QA's to insure best support is provided to users, mentoring agents to help them improve their KPI's, working on action plans for agents struggling to reach their targets

04/2017 – 05/2018 DUBLIN, IRELAND

Customer service assistant Compass Group

- Maintaining expectations of a high level of customer service
- Preparing cuisine for display and serving
- Resolving disputes and customer complaints
- Providing product advice, knowledge and guidance to customers
- Training newbies
- Attending monthly meetings to improve SOP
- Attending several training and seminars to improve customer service and serving skills

01/2017 – 04/2017 DUBLIN, IRELAND

Front of House Compass group

- Maintaining professionalism in a fast-paced and demanding environment
- Managing customer inquiries and complaints
- Accurate data entry and keeping of records (HACCP)
- Meet high service levels, handling time and productivity
- Handling food and beverages according to standards

06/2016 – 10/2016 PUNAT, CROATIA

Administrative worker Slovenian Red Cross

- Coordinator of the whole facility (accepts 500 guests)
- Monitoring supply and demand, receiving and processing inventory
- People Management - Supervisor for the cleaning ladies, coordinator for all the teams
- Managing: phone calls, accurate data entry and records, entry of material bills in Synesis
- Resolving problems, whether between staff members or guests
- Reports and Analysis drafting and submission
- Displaying critical thinking and decision making skills
- Working independently and multi-tasking under pressure in a fast paced changing environment

01/2015 – 07/2015

MOSTAR, BOSNIA AND HERZEGOVINA

Casino Receptionist Private Casino

- Managing money
- Managing paperwork, phone calls, customer



Work experience

- inquiries and complaints
- Professional and high service in fast-paced and demanding environment
- Resolving problems between customers, displaying strong organizational and decision making skills



Skills

~ LANGUAGES:

Croatian
Serbian
Bosnian
English
Spanish

Native
Professional
Professional
Professional
Elementary



Education

11/2009 – 03/2016

MOSTAR, BOSNIA AND HERZEGOVINA

English Language and Literature and History | Master's Degree Faculty of Humanities (Mostar)

Professor of English Language and History

Facebook

Facebook Blueprint

01/2019 – 07/2019 DUBLIN, IRELAND

TL Academy

Accenture

A Social Media Marketing Online Course Vita Online

DUBLIN, IRELAND

Child Protection Programme | Certificate National youth council of Ireland

Online Safety and Awareness in Youth Work

DUBLIN, IRELAND

Certificate Virtual College

Courses:

Dealing with stressful situations

Keep them safe-Protecting children from child sexual exploitation

Learning from serious cases

Understanding young minds

Resilience

Prepared to save a life

DUBLIN, IRELAND

Safeguarding children | Certificate Guardian safety

DUBLIN, IRELAND

Certificate Linkedin learning

Courses:

Working with upset customers

Empathy for customer service professionals

Delivering bad news

Decision making in a high stress situation