

JELICA OBRADOVIC

 BELGRADE, SERBIA

I believe great customer support is about more than solving problems — it's about understanding what the customer is trying to achieve. With 10+ years of customer-facing experience and hands-on work with WordPress, digital marketing, content creation and digital products, I combine clear communication with practical problem-solving. I learn new tools quickly, enjoy troubleshooting, and know how to explain digital processes in a simple, human way.



EDUCATION

High School of Commerce

- Commercial Technician

ITAcademy

- JavaScript Development

KEY SKILLS

- Customer Support • Customer Communication
- Email & Chat Support • Problem Solving
- Digital Marketing • SEO Fundamentals
- WordPress • Digital Operations
- Content Creation • Social Media Marketing
- Canva • Digital Products
- Google Workspace • AI Tools
- Fast Learner • Detail-Oriented

PROFESSIONAL EXPERIENCE

Customer Service & Financial

Transactions Associate 2024 – PRESENT

- Help customers with everyday financial transactions in a fast-paced environment.
- Explain exchange procedures clearly and patiently.
- Handle cash with accuracy and attention to detail.
- Build trust through friendly and professional communication.

Hotel Receptionist 2014 – 2024

- Welcome guests and make them feel comfortable from the moment they arrive.
- Resolve requests and unexpected situations with patience and professionalism.
- Coordinate reservations and daily front desk operations.
- Deliver a positive guest experience in a busy hotel environment.

Founder & Digital Project Creator

SM Creator Hub 2024 – PRESENT

- Build WordPress websites and digital products using content strategy, social media marketing and SEO fundamentals.

Pet Brand Content System

- Created a complete digital content system with templates, planners and marketing assets.

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