

Ana Zivanovic

190 Brunswick St, apt. 11
Old Town, ME 04468

(207) 380 6894
anabatah@yahoo.com

EDUCATION

- 2006 – Present** **University of Maine, Orono, Maine Business School**
Candidate for Master in Business Administration
Expected year of graduation May 2008
- 1998 - 2001** **University of “Rey Juan Carlos”, Madrid-Spain,**
Degree in Business and Tourism Activities
Major: Tourism and Business
Major Courses: Economy, Financial Mathematics and Accounting,
Business Economics, Personal Management, Statistics, Financial
Management, Advanced Accounting, Advertisement and Market
Techniques, Labor Law, Tax Law
- Aug 1998** **Awarded full scholarship by the Spanish Ministry of Economy and**
Tourism for studying Business and Tourism Activities in Madrid,
Spain
- 1997 -1998** **Hispanic Philology, University of Belgrade, Serbia-Montenegro**
Freshman year
- May 1997** **High School Degree, Philology High School,**
Belgrade, Serbia-Montenegro
Thesis: Adjectives in the English language.

WORK EXPERIENCE

- May2007-Present** **Center for Tourism, Research and Outreach (CentRO), Maine**
Research Assistant: assisting with tourism customer satisfaction surveys,
and other marketing projects.
- Nov 2006-June 2007** **IT Faculty Development, University of Maine**
Faculty Technology Consultant: in charge of First Class conferences,
WebCT courses, and preparation of audio-video materials.
- May 2004-Aug 2006** **Hotel Tryp Alcala 611 (Sol Melia Hotel Chain), Madrid, Spain**
Front Desk Officer: duties involve check in, check out, handling
reservations, attending phone calls, customer service and quality control.
In addition, responsible of guests’ inquires, credit and invoice control and
other managerial duties.
- Feb 2004-Apr 2004** **Hyatt Regency Belgrade Hotel, Belgrade, Serbia**
Internship in the Business Department as staff assistant: welcoming
guests and providing them with information. Additional duties involved
managing guests’ email and sending and receiving faxes.

- May-Nov 2003 Sol Magalluf Park Hotel (Sol Melia Hotel Chain), Palma de Mallorca, Spain**
 Activities Department Coordinator: responsible for organizing different leisure, sport and entertainment programs and activities, including constant public relations.
- May-Dec 2002 Johnson & Johnson, Madrid, Spain**
 Customer Service representative in the “LifeScan” department for diabetic products. Further duties involved handling translations of the daily reports and business letters form Spanish to English.
- Nov 2002-Apr 2003 Borim Xpress, Madrid, Spain**
 Rapid courier company supervisor: responsible for import, handling deliveries within Spain and internationally, including attending phone calls and customer service.
- Jul – Aug 2001 Hotel Cabana, Benidorm, Spain**
 Internship as a receptionist: assisting in check in, check out, customer inquiries, and attending phone calls.
- Sep 1997- Jun 1998 Skadarlija Primary School, Belgrade, Serbia**
 Teaching basic Spanish to 2nd and 3rd year pupils.

CERTIFICATIONS

- Mar 2001 SAVIA/AMADEUS**
Mar-Apr 2003 Activities Department Course of sports and leisure organization
Nov 2004 Labor safety and hazard prevention

LANGUAGE AND COMPUTER SKILLS

- Language Skills** Native: Serbian and Croatian.
 Fluent: English and Spanish.
 Fair: French, Russian, Portuguese, Italian.
- Computer Skills** Operating systems: Windows XP, Macintosh OSX
 Programs: Microsoft Office, Flash