**Maja Jovanovic**

**Trg Ljudevita Posavskog 7, 44 000 Sisak, Republic of Croatia (Permanent)**

**majajovanovic871@gmail.com**

**OBJECTIVE** To enhance the guests vacation experience by creating a comfortable and safe environment while

Providing exceptional customer service in keeping with the organization’s mission.

**EDUCATION**  ***University of Economy and Tourism Pula, Republic of Croatia, 2002.***

*Barchelor Certificate of Sol Melia Kids/Adults Entertainment*

***University of Economy and Tourism Pula, Republic of Croatia, 2005.***

*Master on Entertainment and Arts*

**EXPERIENCE**  *Front Office* ***Manager*** *J Hotels and Resorts Pvt., Maldives*

J Resort ‘Alidhoo’: April 2013 – March 2014

• Managing front office department and its other divisions

• In total 45 members (4 sub departments) handling

• Making the training modules and paper works for team members

• Checking personally satisfaction of the customers

• Making sure SOP is being followed

• Market research and establishing market plan together with sales team

• Sales calls

• Managing reservations department

*Recreation/Entertainment* ***Manager*** *J Hotels and Resorts Pvt.,Maldives*

J Resort ‘Alidhoo’: December 2012 – April 2013

• Guests departure, arrivals, resort orientation

• Helping fom in supervising front office operations

• Responsible for daily and evening entertainment program for adults (sport and fun)

• Responsible for daily and evening entertainment program for kids (weekly kids club schedules,

fun and learn classes, arts and crafts classes, sport activities, carnivals, mini miss and mister

election, talent show, birthdays etc.)

• Organizing special events such as: weddings, birthdays, private dinners, VIPs meetings etc.

• Guest excursions organization

• Coordinating front office and guest relation team

• Direct contact with tour operators, bookings and resort marketing promotion

*Entertainment Manager* *Carpe Diem Entertainment Company*

Hotel Zagreb, Karlobag, Republic of Croatia: June 2012 – December 2012

• Responsible for daily sport and fun activities for adults

• Responsible for daily and evening sport, fun activities for kids ( hotel and city kids)

• Choreographer for evening shows

• Training new entertainers (microphone, dj cabin, stage shows, evening programs, kids programs)

• Tai chi teacher

• Public relations

• Excursions guide

*Youth Counselor/Director Carnival Cruise Lines (M.S. Inspiration)*

Tampa, Florida,USA : December2011- June 2012

Long Beach, California,USA : February 2011-November2011

 Consistently supervised and led group of children between the ages 2-11 through series of daily activities making adjustments where necessary

 Interacted with children leading them in creative sequence of games, sports, educational endeavors, arts & crafts and other activities

 Planned competition in activities such as team sports to stimulate campers interest and participation

 Enforced camp rules & regulations to guide, conduct & safeguard safety of children throughout cruise

 Informed and educated guests about various programs/schedule of events

 Responded rapidly to parents queries and concerns by either addressing them and/or contacting appropriate personnel

 Promoted family activities such as Build-A-Bear, talent shows and scavenger hunts

 Performed as Animator on ship for Camp Carnival and ship wide events

 Actively maintained a clean and safe collection of materials for camp use on a daily basis

 Responsible for safety, personal care and general entertainment of children

 Instructed and oversaw campers regarding outdoor activities such as: mini-golf and swimming

 Upheld ship’s safety standards, often preventing accidents through vigilance.

***Entertainment Manager*** *Carpe Diem Entertainment Company*

Hotels Meteor, Dalmacija, Rivijera. Makarska, Republic of Croatia March 2006 – December 2010

 Responsible for daily sport and fun activities for kids and adults, held in three hotels

 Choreographer for evening dance shows and kids cabarets

 Training new entertainers for sport daily activities, sport tournaments, kids nursery and kids fun club activities that include fun learning preschool and school subjects

 Daily hotel orientations for arrival guests and general presentation of hotels, including all departments

 Responsible for all guests in house regarding their comments on hotel and requests

 Daily meetings with all agency representatives and organization of excursions and special events

 Evening guests hosting and getting them familiar with hotels, activities, entertainment team and all managers

• Welcome drinks upon guest’s arrivals and general orientation in all three hotels and city

• Special events in hotels like cocktail parties, VIPs parties, weddings, birthdays, Miss and Mister Elections, guests surprise parties

***Entertainment Manager***  *Sol Melia Vacation Club*

Hotel Sol Garden Istra, Umag, Republic of Croatia: January 2002 – March 2006

• Training and interviews for new entertainers ( dance evening shows, microphone performance, sport

activities, language classes, dj cabin , costumes and make up, playback performances, acting, kids

club)

• Participating in all daily and evening activities for kids and adults

• Organization of all entertainment and hotel special events

* Daily meeting with all agency representatives
* All stage performances instructor
* Dj cabin instructor
* Dance instructor
* Sport tournaments organization
* Guest orientation meeting

*Entertainer Sonceko Entertainment Slovenija*

Sol Stella Maris, Umag: April 1998 – January 2002

• Kids club (sport and fun activites)

• Adults recreation (sport and fun)

• Sport tournaments for hotel and city guests

• Evening microphone performance

• Evening dance shows

**COMPUTER SKILLS** Experience in and knowledge of :Microsoft Office Suite

Opera

**LANGUAGE** English excellent

**SKILLS** German good

Italian good

Russian basics

Spanish basics

**OTHER** First Aid, CPR for adults and kids (Carnival Cruise Line)

**REFERENCES** Mr. Lelas, general manager Hotels Makarska

Mr. Leandro DelGado, general manager Sol Melia Umag

Mr. Zoran Prpic, general manager Carpe Diem

Ms. Ioana Barsan, youth director Carnival cruise lines