Petra Miletic

CV/ RESUME

**Name/Surname:** Petra Miletic

**Birth date and city:** 08/03/1991, Split, Croatia

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**EDUCATION**

**April 2017-May 2017** **Oxbridge TEFL Community**: TEFL course official certificate

**September 2013-October 2016** Arts Academy of the University of Split,

 **Master degree** in Painting and Artistic expression in therapy and

 rehabilitation

**September 2010–July 2013** Arts Academy of the University of Split,

 **Bachelor degree** in Painting and

 Visual Arts of the 20th century

**WORK EXPERIENCE**

**December 2017-June 2018**

 **- Customer Service, CPM Barcelona, Spain**

 **-** Handling multiple incoming calls/lines in a HEAVY traffic environment for UK, South African and Croatian market. Problem solving complaints, converting negative feedback into positive feedback - thus building long-term client rapport. . Using in-house software/database.

**2013- Present**

**-Freelance translator**

Translating written and verbal communications between English and Croatian.Skillful in translating and interpreting seminars and texts in various fields and subjects such as art, literature, economy, business etc.

**2014-2016**

**- Teacher/tutor**

Teaching english as a foreign language; children as well as adults; also helping children who have diffuculties with learning a language in school. Teaching art in elementary and high school.

**TECHNICAL SKILLS**

* **MS Office Suite** – Word, Excel, PowerPoint
* Proficient in using Interactive Whiteboards for presentations
* -Spy, 4D, Care (In-house software)

**LANGUAGES**

* **Croatian/Serbian** (Native)
* **English** (Near native level)
* **Spanish** (Intermediate level)
* **Italian** (Intermediate level)

**HOBBIES AND INTERESTS**

Music, cinema, reading, writing, recreational dance (several years of training). Improving and learning new languages.