

CURRICULUM VITAE



Family name: Suskavcevic

First name: Sandra

Date of Birth: 27. January 1991.

Place of Birth: Podgorica,
Republic of Montenegro

Address: Il Crnogorskog Bataljona,
81 000 Podgorica

Telephone: + 382 67 457 937

E-mail address: ssuskavcevic0@gmail.com

Education:

<i>Institution:</i>	University of Montenegro Specialist Studies, Faculty for Tourism and Hospitality, Kotor
<i>Time period:</i>	2012 - 2013
<i>Obtained Degree:</i>	Tourism Specialist Degree

<i>Institution:</i>	University of Montenegro Elementary Studies, Faculty for Tourism and Hospitality, Kotor
<i>Time period:</i>	2009 - 2012
<i>Obtained Degree:</i>	Bachelor of Tourism

<i>Institution:</i>	High school »Slobodan Škerović« Podgorica
<i>Time period:</i>	2005 - 2009

Language skills - 1 (basic), 5 (excellent):

<i>Language</i>	<i>Reading</i>	<i>Speaking</i>	<i>Writing</i>
English	5	5	5
Spanish	5	4	4
Russian	5	3	3
Italian	4	2	3
Turkish	4	3	3

Work experience:

<i>Date:</i>	September 2022 – January 2023
<i>Company:</i>	'TrustBizz Consulting', Podgorica
<i>Position:</i>	Office Manager
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Preparing and certifying documentation for establishing new companies and work/residence permits for our clients -Submitting worker's applications in Tax Office -Daily/weekly communication and cooperation with certain government institutions as well as Notary Office -Running social networks (Instagram, Facebook, LinkedIn) and creating posts and ads -Maintaining calendar and organization -Performing related duties as assigned by supervisor -Keeping clear and comprehensive records of all documentation and all billings for accountability and future reference -Attending meetings when requested by Executive Director -Bookkeeping and e-banking for our clients

<i>Date:</i>	April 2022 – September 2022
<i>Company:</i>	Royal Caribbean Group 'Freedom Of the Seas', Miami
<i>Position:</i>	Loyalty Ambassador
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -In charge of company's loyalty program called 'Crown & Anchor' Providing consistent personalized service to the guests with the ultimate goal of achieving total guest satisfaction. -Overseeing the execution of Crown&Anchor loyalty program and benefits onboard. -Preparing the Crown&Anchor Manifest for each upcoming cruise as well as all the collaterals(Welcome Letters, Lapel Pins, Blocks etc.) that needs to be distributed to the staterooms. -Planning, coordinating and hosting special events for Crown&Anchor Members. -Enrolling new members in the Crown&Anchor Loyalty Program. -Promoting and assisting the guests to apply for the Royal Caribbean Visa Credit Card. -Always striving to enforce the positive work environment and be the ambassador of the Royal standards. -Daily communication and coordination with other departments to make sure that Crown&Anchor Members are satisfied and that all collaterals and amenities are being delivered to their staterooms. -Daily overlooking and visiting the lounges for the Top Tier Members and assisting with any questions and requests.

<i>Date:</i>	October 2021 – February 2022
<i>Company:</i>	Royal Caribbean Group 'Freedom Of the Seas' / 'Oasis of the Seas', Miami
<i>Position:</i>	Loyalty Ambassador
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -In charge of company's loyalty program called 'Crown & Anchor' -Providing consistent personalized service to the guests with the ultimate goal of achieving total guest satisfaction. -Overseeing the execution of Crown&Anchor loyalty program and benefits onboard. -Preparing the Crown&Anchor Manifest for each upcoming cruise as well as all the collaterals(Welcome Letters, Lapel Pins, Blocks etc.) that needs to be distributed to the staterooms. -Planning, coordinating and hosting special events for Crown&Anchor Members. -Enrolling new members in the Crown&Anchor Loyalty Program. -Promoting and assisting the guests to apply for the Royal Caribbean Visa Credit Card. -Always striving to enforce the positive work environment and be the ambassador of the Royal standards. -Daily communication and coordination with other departments to make sure that Crown&Anchor Members are satisfied and that all collaterals and amenities are being delivered to their staterooms. -Daily overlooking and visiting the lounges for the Top Tier Members and assisting with any questions and requests.

<i>Date:</i>	May 2021 – October 2021
<i>Company:</i>	Royal Caribbean Group 'Freedom Of the Seas', Miami
<i>Position:</i>	Guest Services Officer
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> - Always 'Looking the Part' the Guest Services Officer plays a key role in being the first impression for the brand and for the guests - Greets all guests immediately with a friendly and sincere welcome. Uses a positive and clear speaking voice, taking the time to understand all requests in details - Responsible for being a determined and focused performer in a team of empowered Guest Services professionals who will strive to deliver focused and extraordinary customer service - Provides cash and guest account services at the Guest Services desk such as accepting cash payments, cashing Personal or Traveler's checks or exchanging foreign currencies -When needed, working in the back office as telephone operator by answering and assisting the guests via phone and connecting them with other departments - Operating with different programmes and systems on daily basis (Fidelio, POS, AS400, ASR, Icafe dashboard etc.) - Participating in emergency-life saving drills and required trainings

<i>Date:</i>	September 2019 – March 2020
<i>Company:</i>	Royal Caribbean Group 'Liberty Of the Seas', Miami
<i>Position:</i>	Guest Services Officer
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> - Always 'Looking the Part' the Guest Services Officer plays a key role in being the first impression for the brand and for the guests - Greets all guests immediately with a friendly and sincere welcome. Uses a positive and clear speaking voice, taking the time to understand all requests in details - Responsible for being a determined and focused performer in a team of empowered Guest Services professionals who will strive to deliver focused and extraordinary customer service - Provides cash and guest account services at the Guest Services desk such as accepting cash payments, cashing Personal or Traveler's checks or exchanging foreign currencies -When needed, working in the back office as telephone operator by answering and assisting the guests via phone and connecting them with other departments - Operating with different programmes and systems on daily basis (Encore, POS, AS400, ASR, Icafe dashboard etc.) - Participating in emergency-life saving drills and required trainings

<i>Date:</i>	January 2018 – June 2019
<i>Company:</i>	'Montenegro's One Investment and Consulting', Capital Plaza, Podgorica
<i>Position:</i>	Deputy General Manager
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -In charge of all company activities and answering only to Executive Director -Supervising and controlling all company activities (three restaurants operating under the company) -In charge of administration workload, such as preparing and certifying documentation for establishing new companies and work/residence permits for our clients -In charge of training the staff as well as for hiring the new staff -Attending all the meetings on daily level by myself or with Executive Director -Organizing necessary airport-hotel transportation and hotel accommodation for our clients when they travel to Montenegro for establishing companies and applying for work/residence permits -Controlling all the payments and invoices that we receive from the suppliers -Daily communication and weekly meetings with Restaurant Managers -Handling all the problems that appear during the working hours -Performing other duties as requested by Executive Director

<i>Date:</i>	October 2017 – January 2018
<i>Company:</i>	'CUE' Hotel, Capital Plaza, Podgorica
<i>Position:</i>	Guest Services Agent
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Responsible for check-in/check-out procedures -Working in "Opera PMS" -Handling guest requests, demands and complaints -Managing room bookings and providing every kind of assistance to hotel guests -Providing highest level of customer service possible -Coordinating with other departments when conferences and meetings are being held in the hotel -Arranging transfers and excursions for hotel guests -Performing other duties as requested by Management

<i>Date:</i>	October 2016 – October 2017
<i>Company:</i>	5 Star Boutique Hotel "La Roche", Tivat
<i>Position:</i>	Front Office Manager
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Managing and training night auditor and team of receptionists -Ensuring the Front Desk provides a professional and friendly service for costumers -Dealing with costumers, including handling complaints when they come to the desk -Troubleshooting emergencies -Working in Hospitality software 'Hotelier' and "Pro Soft" -Working in Booking and Expedia Extranet - Working in 'Phobs' Channel Manager -Scheduling staff rotation -Liasing with other departments -Supervising workload during shifts -Verifieing that accurate room status information is maintained and properly communicated -Checking cashiers in and out and verifieing banks and deposits at the end of each shift -Ensuring implementation of all hotel policies and house rules -Monitoring all VIP's special guests and requests -Reviewing Front Office Log Book and Guest Feedback forms on a daily basis -Performing other duties as requested by Management

<i>Date:</i>	June 2016 – October 2016
<i>Company:</i>	5 Star Boutique Hotel "La Roche", Tivat
<i>Position:</i>	Front Office Receptionist
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Receiving guests to the hotel by greeting them warmly, and attending to their enquiries and also answering enquiries over the phone and e-mail -Informing guests of the services and accommodation rates in the hotel, making reservations for guests according to their needs, and also making sure that all reservations cancelled are effected immediately to avoid confusion - Working in Hospitality software 'Hotelier' -Building good relationship and rapport with guests to make them feel comfortable and addressing any complaints they might have in a very courteous manner to protect the image of the hotel -Keeping clear and comprehensive records of guest room bookings and all billings for accountability and future reference -Maintaining orderliness at the front desk by arranging documents accordingly and keeping the front desk area clean at all times -Attending to all routes of room booking, such as online, phone, and in person, to ensure that reservations are not left hanging but attended to promptly to keep the hotel business running -Reporting issues of maintenance and malfunctioning appliances to the manager for quick repair in order to ensure guests comfort and satisfaction

<i>Date:</i>	January 2016 – May 2016
<i>Company:</i>	Cosmetics & Drugstore "Kuca Hemije", Podgorica
<i>Position:</i>	Sales Assistant
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Daily promoting, selling and helping the costumers when buying the products -Daily working with cash register and POS terminals -Daily checking the cash register deposit at the beginning and end of the shift -Checking the products stock and fulfilling the shelves when needed -Checking the products prices and changing them when necessary -Keeping the shop clean and ensuring that all products are on the right position -Checking the products and invoices from suppliers and placing the products in the storage

<i>Date:</i>	August 2015 - October 2015
<i>Company:</i>	Restaurants "Al Posto Giusto" / "De Gustibus", Porto Montenegro, Tivat
<i>Position:</i>	Restaurant Manager Assistant
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Coordinating the entire restaurant operation together with Restaurant Manager -Delivering superior customer service and ensuring absolute customer satisfaction -Responding efficiently to customer complaints -Enforcing and offering the best quality of products possible -Successfully promoting and publicizing the brand -Nurturing a positive working environment and leading by example -Monitoring operations and initiateing corrective actions -Coordinating table booking

<i>Date:</i>	June 2014 – May 2015
<i>Company:</i>	'Adriatic Marinas', Porto Montenegro, Tivat
<i>Department:</i>	Sales Department
<i>Position:</i>	Sales Front Desk Receptionist
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> -Responsible for client relations management (walk in/call in procedures) -Maintaining calendar and organization -In charge for sales office supply of all materials and communication with suppliers; -Represented as main information point in the village and therefore dealing with all kind of requests -Assisting to all Sales managers and directors from the reception -Following up to all events in Porto Montenegro so we can inform the Sales managers about their clients attendance -Fulfilling Sales Force software with needed inputs about clients -Making copies of updated documents -Maintaining compliance with company policies and procedures -Performing related duties as assigned by supervisor

<i>Date:</i>	January 2014 - May 2014
<i>Company:</i>	Construction company 'Viner Co' Podgorica
<i>Position:</i>	Administrative Assistant
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> - Communicating via phone/e-mail with our clients, other construction companies and our suppliers - Sending price offers of our construction jobs to superior construction companies - Maintaining calendar and organization - Keeping clear and comprehensive records of all documentation and all billings for accountability and future reference - Book keeping -Attending meetings when requested by Executive Director

<i>Date:</i>	January 2013 – October 2013
<i>Company:</i>	Touristic Agency '2R Travel' Podgorica
<i>Position:</i>	Sales Agent
<i>Main responsibilities:</i>	<ul style="list-style-type: none"> - Booking/Selling the airplane tickets/accommodation for our costumers - Working in 'Amadeus' reservation system - Providing our regular clients/costumers with our marketing material/brochures - Informing our regular clients/costumers about our new offers and discounts via e-mail or phone - Book keeping -Providing online check-in for our customers when requested -Keeping clear daily records about sold airplane tickets and hotel accommodation

Other skills:

- Excellent computer skills (Microsoft Office and Internet Browsers)
- Basic knowledge of Adobe Photoshop
- Driving license B (active driver)
- Finished 'Oxford Language School' in Podgorica (English language)
- Finished 'Double L Language School' in Podgorica (Russian language)
- I have passed the State Exam

- **Personal characteristics:**

- Strong interpersonal, organizational and communication skills;
- Creative, dynamic, flexible and willing to take the initiative;
- Responsible, devoted, capable to meet all requirements and demands;
- Fond of researching, analyzing and evaluating the information;
- Able to transfer knowledge and skills, to maintain good inter-personal relations, working independently and as member of a team and work promptly to meet the dead-lines;
- Ability and willingness to work with people of different cultural and religious backgrounds, different gender and diverse political views, while maintaining impartiality and objectivity;
- Commitment to continuous learning and professional development.

