



ANĐELA DRAGOVIĆ

Highly motivated, energetic and adaptable individual with strong multi-tasking skills.

Contact



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Cara Lazara 11, Barajevo,
Belgrade

Education

● Second Economic school

2009-2013

Gospodara Vučića 50

● Bachelor degree in management

2013-2018

University "Union" Nikola Tesla
Cara Dušana 62

Skills

Organized

Communication

Teamwork

Meeting deadlines

Critical thinking

Experience

● Sales Representative

Travel Agency „Recreatours“. summer 2014

Planning and selling transportations, accommodations, insurance and other travel services.

Providing relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers.

● Server

„The Shore and Country“ Club, summer 2015
Norwalk, Connecticut, USA

„Quaker Ridge“ Club, summer 2016
Scarsdale, New York, USA.

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Suggested appropriate food and drink pairings to increase per-ticket sales.
- Supervised restocking of salad bar and buffet for lunch and dinner service.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.

● Bar Manager

“Paradise Bay“ Resort, Mellieha, May 2017.- October 2018
Malta.

- Developed unique drink and cocktail offerings on monthly basis as part of seasonal offerings.
- Kept alcoholic beverages well-stocked and organized to meet expected demands.
- Kept accurate inventories and notified management of ordering needs for liquor, beer, wine and bar supplies.
- Created effective employee schedules.
- Maximized customer service by training staff.
- Polished glassware, bussed tables and removed debris to keep customer areas fresh and clean.
- Took customer orders and capitalized on opportunities to sell special beverage and food options.

Language

English



Spanish



● Call One agent

“NCR” Španskih Boraca 75

Nov 2021.- May 2022

- Providing support to NCR Clients, Customer Engineers and partners
- Answering incoming phone calls, emails or tickets from clients and fiels engineers.
- Monitoring the notifications and tickets
- Dispatch to the appropriate teams for resolution

● Subject Matter Expert for Cisco

“NCR” Španskih Boraca 75

May 2022.- now

- Providing support to Cisco, Customer Engineers and partners
- Escalating Field team in order to meet the requested SLA
- Monitoring the notifications and tickets
- Dispatch to the appropriate teams for resolution