Jelena



Vuckovic

**Summary:**

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| **Contact** |
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Hardworking new challenges lover with excellent attendance and punctuality records

and can work equally well alone or as part of a team.

With 11 years of diverse and progressive experience in customer relations, sales

and administrative affairs.

## Education

September 2010 – June 2011

* ***Degree of Specialist*** - Faculty of Tourism and Hotel Management, Kotor

Montenegro - Direction Hotel Management

September 2005 – June 2008

* ***Bachelor Degree*** in Business Management - Faculty for Business Management,

University of Montenegro , Podgorica Montenegro

September 2001 – June 2005

* ***Gymnasium***, general direction - High School “Danilo Kis”, Budva

Montenegro – June 2001

## **Work experience**

April 2017 – April 2019

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| **Skills** |
| Teamwork & leadership  Time management & prioritization  Problem solving & multitasking  Negotiation and influence  Drive for results  Strong communication  Stress tolerance  Adaptability & confidentiality  Quick learner and new challenges lover  Impeccable organizational skills  Strong work ethic  Conflict resolution  MC Office Excel, Word, Power point Driver's license - category B  Yoga and meditation practitioner and lover |

**CRM Advisor • BlueLink International CZ SRO, Prague Czech**

**Republic**

* Communication with passengers via phone, e-mail and Social media channels

(Facebook, What`s App, Twitter);

* Assisted passengers with creating flight bookings, changing existing reservations;
* Complex before/after flight care including solving complaints about general issues,

lost luggage, deny boarding, missing flights, flight cancellation or delay;

* One of job tasks included training chat robotic bots;
* My main achievement was to help passengers to have a trouble-free flight and a perfect after-flight care and keep clients confidence;
* Worked with programs and applications of the airline company: Sky Speed, TIP, VPN, Citrix, ROD, Nice, Shift management, Excel tables;
* Learned and achieved skills for problem solving, customer service and how to approach so many different persons with understanding the equal importance of their problems;
* Solved requests in first contact, fast and effective.

December 2016 – March 2017

**Sales executive** • **BIS GROUP SRO, Prague Czech Republic**

* Daily calls to head of management in various types of companies, depending on
* the conferences subject;
* The main task was to recognize the companies which will be interested in the

event using different searching tools. After that to find the right sector in the

company and contact the employees who will be interested;

* Developed my searching skills, how to choose the right person to approach

between different employee types.

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January 2012 – October 2016

**Adviser for clients** • **Sava Montenegro Insurance LTD, Budva Montenegro**

* Advised clients on motor, home, health and commercial insurance products;
* Managed to find the best insurance deals available for a wide range of clients;
* Responded quickly to customer inquiries about their insurance policies;

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| **Languages** |
| Croatian/Serbian/Montenegrin - native  English – proficiency  Italian – basic |

* Evaluated leads obtained through direct referrals, lead databases and cold calling;
* Established client’s insurance needs by asking them relevant questions,

educated customers on financial payment options and maintain accurate and

relevant customer administrative records;

* Managing appointments and calendar;
* Organized meetings with prospective clients and business owners;
* Conducted annual reviews of existing policies to update information, took care of

each client equally and managed to get their confidence year after year;

* Increased my portfolio by 100 % in the first year and managed to become the best seller in my branch office in short period;
* Achieved to recognize clients need, managed to advise them accordingly and

maintained the portfolio increasing constantly.

April 2011 - November 2011

**Office Administrator • Trenkwalder LTD, Budva Montenegro**

* Oversee office administration to ensure operations run smoothly;
* Filled out applications for employment foreigners in Montenegro, sorted and prepared documentation;

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| **Core Competencies** |
| Office Management  Client Relations Building  Sales  Clients advisor  Business Correspondence  Case Analysis  Records Management  Coordinating & scheduling |

* Very active daily conversation with international clients as well as cooperation with numerous companies from all Montenegrin cities.

June 2008 – October 2010

**Manager Assistant** • **MC Marina Budva LTD, Budva Montenegro**

* Designed and implemented filing systems, producing high-level documents/briefing/ reports and ensuring security and confidentiality of data;
* Coordinated and participated in contract negotiations; preparing/editing contract

agreements;

* Answer any inquiries customers may have within a short time-span;
* Created reservations, conclusion of contract with clients, finished regular business

activities in cooperation with banks and other financial and accounting institutions;

* Daily communication with domestic and international clients/building long-term

business relationships;

* Organized monthly schedules of all vessels in marina, yachts and sailing boats on

the berths at the docks according to the reservations and space needed. It was

very challenging but in cooperation with colleagues we managed to make each

client well cared and satisfied;

* Office administration and organization for 20 – 40 employees including maintaining the database of incoming correspondence and ensuring that follow-up action is taken and that deadlines are met;
* Basic accounting and reports (invoices, e-banking, salaries, payments, expenses reports).