



KATARINA ARDELJAN

Does not require work permit
Serbian, 28

CONTACT

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Msida

EDUCATION

Bachelor of Language and literature
University of Belgrade, Serbia
2010-2016

LANGUAGES

English - fluent
Serbian - native
Spanish- intermediate
Arabic foosha- intermediate

Good command of spoken
Croatian, Bosnian, Macedonian
and Bulgarian

PROGRAMMES

Microsoft Office
MICROS, Citadel
Mediware, Outlook

WORK EXPERIENCE

Current job- Front Office Administrator- Spinola Park Limited, Malta

general admin work, assisting Property Manager in various projects, handling tenants' requests, fire and safety checking, handling petty cash

Sept 2017- Dec 2018 Relations and Billing Executive/ Customer Care Emirates Specialty Hospital, Dubai, United Arab Emirates

Comprehensive knowledge of hospital administrative procedures, working effectively with Medical Director, organizing Medical Director's schedule and workload, perform transmittal of paperwork to appropriate departments, welcome patients, collect co-pays and payments

Jan 2017- Sept 2017 Receptionist/ Admin- Astoria Design Hotel Belgrade, Serbia

Ensuring smooth work flow in absence of FOM, working together with other departments in order to meet the standards, handling in house and walk in guests' requires, night audit, drive sales revenues and promote hotel services and facilities for up-selling opportunities, handling correspondence

July 2015- Dec 2016 Guest Care Hostess- DoubleTree by Hilton Doha, Qatar

Handling guest's complains courteously and professionally, reservations, daily reports, supporting telephone operator in order to meet the brand standards and guest's expectation, pre-opening experience

- Care committee member

- Marketing management trainee Assist Marketing Manager with Hotel's social media, keep it up to date with promotions, campaign monitor, PR events, managing the photo shoots

Jan 2014- July 2015 Translator/ Secretary Forend, Turkey

Translating documents, interpreting meetings and expos, secretary work, assimilating speakers' words quickly, including jargon and acronyms, render spoken messages accurately, quickly and clearly

Jan 2013 Jan 2014 Teacher of English School of foreign languages Lingua Franca, Serbia

Teacher of English as a foreign language to adults at different ages, involved in a variety of school committees focused on curriculum development and promoting the school's business. Established positive relationships with students, parents, fellow teachers and school staff

CERTIFICATES

- Certificate for delivering brand promise and living the value of Hospitality DoubleTree by Hilton Doha
- Certificate of recognition for dedication in providing an extraordinary service DoubleTree by Hilton
- First Aid, CPR and heart saver certificate- American heart association
- TEFL/TESOL certificate- El Roi European center for Education
- ECDL