

Petra Novakovic

3943 East Flower Street Phoenix, Arizona 85018
Phone: (602) 710-3644 E-Mail: pnovakov@asu.edu

Skills

Technical: Microsoft Office (Excel, Word, Access, PowerPoint), Drupal (Web Content Management), HTML5 and CSS, JavaScript, Java, Social Media, Data Structures and Algorithms, iOS Application Development, and Google (Drive, Docs, Calendar).

Languages: Serbo-Croatian and Spanish

Customer Service: I have 4 years of cash handling experience in a fast-paced work environment. I am Comfortable with answering phones, running transactions over the phone, and interacting with customers.

Administrative: Government Administrative Management Experience with the U.S. Agency for International Development (USAID). I hold Government Clearance at the Secret level.

Employment Experience

Harkins Theatres Team Member and Leader

December 2011- September 2014

My duties included serving customers in Box Office, selling concession items, and ushering. I asserted a leadership role in my team in order to ensure 100% customer satisfaction in a fast, efficient manner. While working at Harkins, I also received an award for great customer service and selling the most promotional items.

America Reads Tutor

Fall 2015

During my time with America Reads, I worked with children from Title I schools in my local community to provide tutoring and mentoring. I also effectively communicated with parents and teachers, in both Spanish and English, to ensure the academic success of my students.

U.S. Agency for International Development Intern (Washington D.C.)

Spring 2015

I served as a full-time Administrative and Program Management Intern for the Bureau for Legislative and Public Affairs, while attending school online full-time. I was in charge of reconstructing the Bureau's website, scheduling interviews, handling travel documents for Foreign Service Officers, writing Standard Operating Procedures, and other Public Affairs related tasks such as escorting high profile guests and helping coordinate Agency events.

Education

Arizona State University

August 2012- December 2018

- Concurrent degrees: Political Science B.A and Computer Science B.S.
- Minors: Public Service and Public Policy, Spanish Language and Literature
- Certificates: International Studies, Political Entrepreneurship through Internships
- Cumulative GPA: 3.98

Awards and Distinctions

- Recipient of the Regents High Honors Endorsement Scholarship (*Fall 2012- present*)

- Recipient of the Bidstrup Foundation First Generation College Student Scholarship (*Fall 2012*)
- Dean's list every semester
- Published online short story author for Spanish *Revista La Palabra* Journal (*Summer 2014*)
- Certificate of Recognition in Administrative support from the U.S. Agency for International Development (USAID) (*Spring 2015*)