

Basic information:

Name and surname: Hidden data

Date and place of birth: February 8th 1991, Osijek, Croatia

Address: Hidden data, 31 222, Bizovac, Croatia

Mobile phone: + 385 91 Hidden data

E-mail address: Hidden data@gmail.com

Education:

Graduated from the Catering and Tourism School in Osijek, course - hotel and tourism technician,

graduated in 2009.

Academic title: Master of Economics, Marketing, Faculty of Economics Osijek,

graduated on July 11th 2016. Thesis defended on the topic:

"Emotional Intelligence in Business Negotiations"

Work experience :

- one year of work on expert training in the Electrical Engineering and Traffic School in Osijek, position of accountant, in the period from May 2017 to May 2018.

- three months of work in Transcom WorldWide (Croatia), front office, Call center agent - operator in the customer service, in the period from November 2018 to January 2019.

- nine months of work in Falkensteiner Hotels & Residences Punta Skala, job as a waiter, in the period from June to September 2020, and from May to November 2021.

- nine months of work at the Hotel Falkensteiner Club Funimation Katschberg, Rennweg

am Katschberg, job as a waiter, in the period from December 2021 to March 2022., then from May

2022 to November 2022.

-two months of work at Hotel Die Post, Bad Kleinkirchheim, as a waiter, in the period from January

3, 2023 to February 28, 2023.

Knowledge and skills:

- computer skills (Microsoft Office - Word and Excel, Internet)

- active use of English, basic use of German

- responsibility, accuracy, agility, diligence, flexibility, workaholic, trained, motivated, good teaching skills, quick to adjust to new teams and environments, good interpersonal skills and

passionate about people, creativity, attention to details, highly attentive, host by

nature, good team spirit, independent, experienced in the hotel industry, active listener, fast learner,

team player, hospitality team member, social skills

Experience in catering:

-taking orders from guests, serving food and drinks, setting up and clearing

tables, used trays, plates and glasses, working in team, work at the buffet, polishing utensils and

glasses, cleaning the workplace, highly attentive, greetings guests and helped find table, tact to

handle stressful situations and meet customers needs, providing solutions to issues during their

stay, learn new procedures, attended training

- meeting various nationalities and groups, suggested resolutions, applied understanding public

opinions, agree with team members to ensure maximum productivity, giving feedback to the chef,

offer feedback of other staff members on how to improve my work, help others in work

- driving test category B

Additional skills:

Translator from English into Croatian and winner of the “Donat”, literary award in Zadar 2022.

Translated books from English:

1. Jidi Majia: "From Leopard to Majakovski", poems and speeches, Book Club Brčko District BiH,

Bosnia and Herzegovina, 2017.

2. Biplap Majee "Eko-kabinet", songs, Orion, Rijeka, 2018.

3. "The sound of salt formation", a collection of short stories by Chinese authors of the generation

after the 80s, Book Club P. N. Brčko District BiH, Bosnia and Herzegovina, 2019.

4. Agatha Christie: "The Mysterious Case in Styles", novel, Krug knjiga, Zagreb, 2021.

5. Key Concepts in Chinese Thought and Culture" 1 – 4, Book Club P. N. Brčko District BiH, Bosnia and Herzegovina, 2022.

Future goals and expectations:

-work in team: based environment to uphold quality and continuity of service to all clients, gain experience and knowledge, develop my skills while growing access for the success

-earn a respectable role in a company and work, attractive conditions and career opportunities

-fun learning and working environment where we can develop our skills and personal goals while

building a future career

-love to see more of Europe

Preferred position: assistant waiter

Preferred type of work: fixed-term or indefinite work

Locations I want to work on: Austria

Preferred working time: full or part time