



# NOEMI MARKIĆ

## OBJECTIVES

I would like to challenge myself by doing something that is slightly outside of my comfort zone, yet so very familiar. Hospitality is a part of me and I grew up with it, but I wish to face bigger and more complex challenges, that will broaden my horizons and allow me to evolve further in my dream of becoming the next hospitality specialist.

## ACCOMPLISHMENTS

- 2021 additionally offered the position of event organiser at Villa Polesini
- 2021 signed for general manager trainee and became AGM
- 2019 offered a managerial contract
- 2018 offered the position of Front Office employee
- 2017 offered the position of Animation Managers Assistant summer
- constantly awarded with cash incentives, prizes and nominated as employee of the month

## CONTACT INFO

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Istria, Croatia

## WORK EXPERIENCE

### GENERAL MANAGER ASSISTANT

Valamar  
Diamant Hotel  
November 9, 2021 - Present

- budgeting for 2022
- forecasting for the year 2022
- delegating daily tasks
- ensuring company policies and procedures are followed.
- going over the foreground and background of the requested position
- trainee for two weeks in each hotel department: management, reception, housekeeping, food and beverage
- preparations for the New Year's Eve event
- obtaining work permits for foreigners
- exit interview with staff

### HEADQUARTERS

- sales and marketing department
- controlling department
- human resources department
- finance department
- purchasing department
- public relations department
- web advertising and special promotions department
- health insurance program department
- direct sales and quality department

### FRONT OFFICE ASSISTANT

Amines Hotels & Campsites  
Aminess Maravea Camping Resort  
July 1, 2021 - September 15, 2021

- greeting and welcoming guests
- answering questions and addressing complains
- resolving guests` problems quickly, efficiently & courteously
- dealing with transactions and payments

## LANGUAGES

- Croatian
- Italian
- English
- German

## CORE SKILLS

- communication
- flexibility
- integrity
- teamwork
- professionalism
- interpersonal skills
- time management
- leadership
- client database management
- responsibility

## WORK EXPERIENCE

### ACCOUNTING

Valamar  
Lanterna Premium Camping Resort  
May 2020 - August 2020

- counting and preparing the money for invoices and taking it from financial agencies
- checking the invoices
- matching the vouchers of different agencies with the invoices

### CONCIERGE

Valamar  
Lanterna Premium Camping Resort  
May 2019 - August 2019

- offered Managerial contract
- tailor-made offers
- B2B interaction
- dealing with complaints, as well as resolving problems for guests in a timely, efficient, and courteous manner

### FRONT OFFICE ASSISTANT

Marriott  
Sheraton, Srebreno Mlini  
Reboot Develop Blue 2019  
April 10, 2019 - April 11, 2019

- greeting and welcoming guests
- document verification and responsible for accreditation
- answering questions and addressing complains
- resolving guests` problems quickly, efficiently & courteously

### CONCIERGE

Hotel Croatia, Cavtat  
9th Business Forum of CEEC & China  
April 13, 2019

- linking the Croatian Chamber of Commerce & front desk
- organizing transfers and linking them with guests on their check out

### FRONT OFFICE ASSISTANT

Valamar  
Naturist Residence "Solaris", Lanterna  
June 2018 - August 2018

- greeting and welcoming arrival guests
- answering questions and addressing complaints
- keeping updated records and files
- linking the management & front desk
- resolving guests problems quickly, efficiently & courteously
- using up-selling techniques and promoting
- dealing with transactions and payments

## WORK EXPERIENCE

### CHILDREN ANIMATOR

Valamar  
Naturist Residence "Solaris", Lanterna  
June 2017 - August 2017

- in charge of different programs and projects
- purchasing and maintaining inventory
- designing the Kids Program with new ideas

### CHILDREN ANIMATOR

Valamar  
Naturist Residence "Solaris" & Lanterna Apartments,  
Lanterna  
June 2016 - September 2016

- designing new activities for children
- assisting in the training of new animators
- organizing different events for adults and children

### CHILDREN ANIMATOR

Valamar  
Hotel "Tamaris", Lanterna  
June 2015 - September 2015

- entertaining children throughout the day ("Maro Club")
- participated in training and development for animators (safety and security, usage of the equipment, emergency procedures, etc)
- creating a warm and accepting, yet fun and motivating environment for children

### SERVICE- WAITERESS

Valamar  
Hotel "Tamaris", Lanterna  
June 2014 - September 2014

- experiencing work in a large 4\*hotel
- learning the basics of food and beverages service
- expanding the knowledge of different traditional dishes
- completing a cross-training in various departments

### SHOP ASSISTANT

Market "Zagreb"  
Poreč  
June 2013 - September 2013

- working in my family-owned shop, assisted in general daily tasks and procedures
- experiencing first hand the entire process, from ordering to customer service
- receiving basic training in accounting

## REFERENCES

- Danijela Zgrablic - General Manager  
+385992185854
- Toni Dagostin - General Manager  
Assistant +385921413496
- Sanela Stanisic Salja - Front office  
manager +385989806867
- Azra Brodanac -Concierge team  
manager +385993937105
- Iva Ferenac - FOM +385996130751
- Tina Knezevic - Animation team  
manager +385997332359
- Danka Radisic -Animation team  
manager +385992310782
- Jenny Zecic - Animation team  
manager +3852423586
- Mirko Tomic F&B manager  
+385998138898

## EDUCATION BACKGROUND

### Rochester Institute of Technology

Bachelor of Science  
International Hospitality and Tourism Management  
Sounders College of Business

BACC.OEC

- Dean's Lister
- ETA SIGMA DELTA honor member of the International Hospitality Management Society
- internationally recognized American degree and Croatian degree
- a study in line with high educational standards
- international environment
- gained Leadership certificate
- volunteer work

### General certificate of Secondary education

High school "Mate Balote"  
Poreč 2014-2017

- linguistic gymnasium
- Großes Deutsches Sprachdiplom, B2/C1
- awarded with a Latin diploma for outstanding knowledge

### General certificate of Elementary

Elementary school "Tar"  
Tar 2006-2014

- Graduated with Academic Honors
- awarded with "Zlatno Pero" for graduating with the highest grades
- won third place for the written song in the worth of 5000kn for the school

### General certificate of Elementary Music School

Music school "Slavko Zlatić"  
Poreč 2008-2014

- solfeggio classes
- instrument classes
- singing classes