

Dragan Mladenovic

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Objective

To utilize and improve my skills and knowledge in the field of hotel and tourism management in order to become an Executive Manager in the future.

Skills

Typing 45 wpm, proficient in scan/copy/fax
Computer programs: Microsoft Office, Adobe Photoshop
Industry specific programs: Opera, Picasa, ACDSee, Cooliris
Languages spoken: Serbian (native), English (fluent), Macedonian (fluent), Montenegrin (fluent), Bosnian (fluent), Croatian (fluent), Bulgarian (intermediate), Russian (beginner)

Education

The College of Tourism
Belgrade, Serbia
Economist for Tourism
Tourism and Hospitality

Experience

- 02/01/2013 – Present Luigi's Italian Restaurant — *Good terms*
Galveston, Texas
- Server providing excellent customer service
- 04/15/2012 – 10/23/2012 Oceania Club Hotel – Mahi Mahi Restaurant, Mira Mare Restaurant and The Pelagos Greek Taverna
Halkidiki, Greece
- Server providing excellent customer service for three of the main restaurants and tavern located at the all-inclusive resort
- 09/20/2011 – 04/15/2012 Exile Club
Belgrade, Serbia
- Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.
 - Ensure the facility was properly maintained and necessary supplies were always available
 - Customer support and problem solving
 - Marketing and promotional support
- 05/23/2011 - 09/20/2011 Sassy Beachwear
Ocean City, Maryland
- Manager / Supervisor: customer support, supervise employees, procure goods for retail sales
- 11/1/2010 – 05/23/2011 Green Bar
Belgrade, Serbia
- Manager / Supervisor: duties included supervising servers, bartenders, and other personnel
 - Ensure the facility was properly maintained and necessary supplies were always available
 - Customer support and problem solving

Dragan Mladenovic
Resume
Page Two

- 04/10/2010 – 11/1/2010 Oceania Club Hotel – Main Restaurant
Halkidiki, Greece
- Server providing excellent customer service for the main restaurant at the all-inclusive restaurant
- 09/01/2009 – 04/10/2010 Red Shoes Club
Belgrade, Serbia
- Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.
 - Ensure the facility was properly maintained and necessary supplies were always available
 - Customer support and problem solving
- 06/01/2009 – 09/01/2009 Oceania Club Hotel – Main Restaurant
Halkidiki, Greece
- Server providing excellent customer service for the main restaurant at the all-inclusive restaurant
- 10/01/2008 – 06/01/2009 Stefan Braun Club
Belgrade, Serbia
- Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.
 - Ensure the facility was properly maintained and necessary supplies were always available
 - Customer support and problem solving
- 06/10/2008 – 10/01/2008 Xanterra Parks and Resorts
Yellowstone National Park
Mammoth Hot Springs, Wyoming
- Kitchen crew: duties included cleaning restaurant and kitchen, sous chef and customer support
- 06/10/2008 – 10/01/2008 Best Western Hotel
Gardiner, Montana
- Housekeeping: room and swimming pool maintenance, customer support
- 01/01/2006 – 06/10/2008 Plastic Club
Belgrade, Serbia
- Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.
 - Ensure the facility was properly maintained and necessary supplies were always available
 - Customer support and problem solving
- 04/10/2004 – 01/01/2006 Kosutnjak Open Swimming Pools
Belgrade, Serbia
- Lifeguard

Awards and Recognitions: Recognized as one of the best employees by the General Manager of the 5 star Oceania Club Hotel and Resort 08/2009.

****References Available Upon Request***