

# Dragan Mladenovic

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<b>Objective</b>	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.
<b>Skills</b>	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)
<b>Education</b>	The College of Tourism Belgrade, Serbia Economist for Tourism Tourism and Hospitality
<b>Experience</b>	
02/01/2013 – Present	Luigi's Italian Restaurant – <i>Good terms</i> 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

04/10/2010 – 11/1/2010	Oceania Club Hotel – Main Restaurant Halkidiki, Greece	<ul style="list-style-type: none"><li>• Server providing excellent customer service for the main restaurant at the all-inclusive restaurant</li></ul>
09/01/2009 – 04/10/2010	Red Shoes Club Belgrade, Serbia	<ul style="list-style-type: none"><li>• Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.</li><li>• Ensure the facility was properly maintained and necessary supplies were always available</li><li>• Customer support and problem solving</li></ul>
06/01/2009 – 09/01/2009	Oceania Club Hotel – Main Restaurant Halkidiki, Greece	<ul style="list-style-type: none"><li>• Server providing excellent customer service for the main restaurant at the all-inclusive restaurant</li></ul>
10/01/2008 – 06/01/2009	Stefan Braun Club Belgrade, Serbia	<ul style="list-style-type: none"><li>• Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.</li><li>• Ensure the facility was properly maintained and necessary supplies were always available</li><li>• Customer support and problem solving</li></ul>
06/10/2008 – 10/01/2008	Xanterra Parks and Resorts Yellowstone National Park Mammoth Hot Springs, Wyoming	<ul style="list-style-type: none"><li>• Kitchen crew: duties included cleaning restaurant and kitchen, sous chef and customer support</li></ul>
06/10/2008 – 10/01/2008	Best Western Hotel Guardiner, Montana	<ul style="list-style-type: none"><li>• Housekeeping: room and swimming pool maintenance, customer support</li></ul>
01/01/2006 – 06/10/2008	Plastic Club Belgrade, Serbia	<ul style="list-style-type: none"><li>• Manager / Supervisor: duties included supervising servers, bartenders, and other personnel.</li><li>• Ensure the facility was properly maintained and necessary supplies were always available</li><li>• Customer support and problem solving</li></ul>
04/10/2004 – 01/01/2006	Kosutnjak Open Swimming Pools Belgrade, Serbia	<ul style="list-style-type: none"><li>• Lifeguard</li></ul>

**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**