

**PERSONAL DATA**



**NAME**

**ADDRESS**

**PHONE NUMBER**

**E-MAIL**

**DATE AND PLACE OF BIRTH**

**WORK EXPERIENCE**

February 2014. -

November 2012. - November 2013.

June 2006. - November 2012.

August 2004. - April 2006.

**EDUCATION**

October 2000. - April 2006.

September 1996. - May 2000.

**ADDITIONAL SKILLS AND FREE TIME**

**LANGUAGES**

Petra Milanović  
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[petra.milanovich@gmail.com](mailto:petra.milanovich@gmail.com)  
May 26, 1982, Varaždin  
University degree (Economics, Hospitality Management)

Marketing&PR Manager (Panturist d.d., Part of Arriva - a DB company)  
In charge of marketing campaign, media plan, budget controlling...for three new projects that will be launched this spring from Zagreb

**Marketing Manager (Avenue Mall Osijek - GTC Nekretnine Istok d.o.o.)**

- Creating, planning, organization and realization of events (concerts of famous performers, concert productions, children's concerts, workshops, competitions, dance shows and competitions ...)
- Designing, planning and development of the visual identity of an event
- Assessment and monitoring costs
- Public Relations - media space leasing, contacts with journalists, making announcements and media reports, the production of radio spots and taking care of the entire relationship with the media
- Creating new contacts and taking care of existing ones
- Making a presentation of all activities and reports to the Management Board
- Planning and managing the annual budget
- Creating a Marketing Plan
- Managing external partners and coordination of the same ones

**Marketing and sales - Hotel Osijek\*\*\*\* (Centar Škojo d.o.o.)**

- Sale of accommodation capacities (groups only), catering and conference hall rentals to corporate clients (organization of seminars, press conferences, press conferences, lectures, workshops, banquets, wedding receptions ...) - the organization and implementation of the same
- Development and monitoring costs
- Defining sales policy, prices and business conditions in collaboration with managers,
- Constant work on raising quality and image of the company
- Event coordination with other hotel departments (Reception, Food and Beverages, Households...)
- Constant communication and cooperation with all hotel departments, and fulfillment of the annual marketing and sales plan
- Designing activities, visuals and production of the same and result monitoring
- Improvement on seminars and attending business workshops at home and abroad
- Administrative tasks (preparation of invoices, tracking payments, posting and billing, work in the hotel reservation system Opera ..)

(October, 2006. - July, 2007.)

**Hotel Osijek - Reservation officer**

- Receipt, management and coordination of all individual reservations by phone, e-mail, fax
- Correspondence with various guests
- Monitoring of voices of all individual clients

(August, 2006 - October, 2006.)

***Hotel Osijek - Reception***

- Reception and registration of guests,
- Communication with guests in Croatian and English
- Billing and invoicing
- Informing guests

***Sales representative - Tourist agency Venera, Varaždin***

- Creation of group and individual travel programs
- Field and catalog sales program
- Responsibility for the creation of new businesses
- Finding adequate external collaborators abroad and domestically, maintaining contact with them
- companion on journeys
- Improvement on seminars and attending business workshops
- assistance in the development of agency catalogue visuality

Faculty of Tourism and Hospitality Management, Opatija  
Hotel and tourist technician, Varaždin

Use of Photoshop and Corel

Making of wedding books

Reading specialized literature

Further personal improvement - Innovative Women 2013

<http://liderpress.hr/poslovna-znanja/zavrsio-innovative-women-program/>

English - excellent

German - basic