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Summary

Experienced hospitality with a demonstrated history of working in the leisure, travel & tourism industry.

Skilled in Casino Management, Customer Service, Bank Accounting, Internet Banking, and Sales Management.

Strong operations professional graduated from University of Belgrade.

Skill Highlights

|  |  |
| --- | --- |
| * Enthusiastic and Confident * Good numerical skills * Complex problem solver * Energetic and resourceful | * Excellent verbal and written communication skills * Organizational skills * Service-focused * A sense of commercial awareness |

Experience

**High Performing Sales Professional | Travel Expert | CruiseNext Expert** – 2016 to present

**Norwegian Cruise Line**, Miami, Florida

CruiseNext is the onboard sales program for Norwegian Cruise Line. The main goal is to secure and increase repeat business.

* Locks guests into our Brand
* Improves customer lifetime value and shortens booking window
* Filling our ships at a lower marketing acquisition cost.
* Promote and sell the CruiseNext program in conjunction to all the different cruises and our ports of call providing outstanding customer service and information for both onboard and ashore.
* Responsible for the Loyalty program onboard - Latitudes
* Promote and Sell the Bank of America – Norwegian Cruise Line Credit Card.
* Onboard liaison for the travel agent program: Partners First.
* Conduct Port and Cruise talks to achieve high percentage of sales.
* Coordinate announcements, TV promotional videos and information around the vessel.
* Responsible for settlements of accounts and reports every cruise.
* Prepare and coordinate schedules prior to each cruise.
* Promote and lead specific activities to increase sales
* Breaking sales records on numerous occasions, and always demanding attention. Having had the privilege of working with multiple teams, from my firsthand experience, in many different situations, and with many different obstacles, that my sheer tenacity to succeed and drive the business were always at the forefront of every decision taken.

Contact

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Languages

Spanish – C2

Chinese – A1

German – A2

Hobbies

* Writing
* Sketching
* Photography
* Design

Jane Christoper

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* Breaking sales records on numerous occasions, and always demanding attention.

**Hostess** – 2015 to 2016

**Norwegian Cruise Line**, Miami, Florida

* Greeting and interacting with guests in a professional manner.
* Find out the seating place of guests as per requirement.
* Ensure that requirements for all guests are met; including small children, disabled, any kind of special-order requests, or food allergic guests.
* Proficient with the restaurant reservation system and possesses the computer skills needed to perform duties.
* Received frequent positive feedback from guests in the form Vacation hero cards and written dining comments.
* Contributed to commendable GSS scores for Hostess seating times, and assisted the operation well for pressured holiday cruises and
* Mediterranean port intensive itineraries.
* Experienced the Chinese market needs and behavior.
* Adjusted to shipboard life having to deal with the diversity of cultures and nationalities.
* Bringing exceptional hospitality and customer service skills to provide prompt and courteous service to the guests and maximize revenue.

**Server/Hosting/Management** – 2015 to 2016

**Carnival Cruise Lines**, Miami, Florida

* greet guests personally and on the telephone- offer appropriate seating arrangements.
* manage event related work including setting up tables and maintaining both exterior and interior of the restaurant
* responsible for coordinating the delivery of all food and beverage and providing exceptional customer service to guests visiting the restaurant.
* responsible for consistently coordinating the serving all food and beverage ordered by guests in a proper, efficient and friendly manner
* maintains the integrity of the company by following all standards regarding alcohol safety for all guests
* financial transaction of rendering payment for the goods and services delivered
* upholds cleanliness standards for station and shared areas of responsibility
* professionally trained for the knowledge of wines and all kinds of alcoholic drinks -high knowledge about food and drink

* presentation speech about each type of food that the restaurant offers each guest individually
* winner of the first contest Carnival Cruise line blind testing wine tastes great knowing the type and region.

**Hostess** – 2013 to 2014

**Casino Balkan**, Belgrade, Serbia

* providing currency and casino token exchange services
* handling cash and working in a fast-paced environment
* work in a fast-paced environment- checking identification
* executing casino promotions
* informing guests about the rules and encouraging visitors to take part.

**Retail Banking Advisor** – 2003 to 2013

“**Komercijalna Banka AD” Bank**, Belgrade, Serbia

* Selling bank services and products
* communication with clients and colleagues on daily bases oriented towards excellent customer service and successful teamwork
* working as a licensed broker for transactions with securities and authorized representative by the NBS (National Bank of Serbia)
* Insurance sales representative (Danube Insurance)

Education

Bachelor of Science: **Computer Information Systems** - 2014

**Columbia University**, NY

Certifications

PHP Framework (certificate): **Zend, Codeigniter, Symfony**.

Programming Languages: **JavaScript, HTML5, PHP OOP, CSS, SQL, MySQL**.