**First Name of Application CV No 1639710**

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**Objective:** Seeking a new challenging role in an organization which will require me to utilize my skills, abilities and experience in order to serve the firm to the best of my capabilities.

**Carrier Summary:** **Advanced Cure Diagnostic center – May 2015. – March 2016.**

**Customer service, reception, operator, casher**

* Reporting directly to doctors in order to implementing required adjustments to improve the process of operation.
* Updating patient information and verifying insurance coverage in a timely manner according to the clinic policies and procedures.
* Dealing with enquiries and scheduling appointments for patients in an efficient way in order to insure a smooth appointment system.
* Verify that the patient registration form has been filled out completely.
* Receive cash and credit card payments and obtain a valid authorization for all the credit card payments.
* Calculates total amounts received and issue receipts upon request.

**One to One Hotels & Resorts, Abu Dhabi, UAE**

**IT, November 2014 - May 2015.**

* Operation of all computers hardware and software installation.
* Manage information technology and computer systems.
* Monitor implementation of policies and procedures for electronic data processing and computer systems operations and development.

**Supervisor receptionist, January 2014. – November 2014.**

* Experienced with the Opera Reservation System (ORS)
* Handling general secretarial duties including scheduling meetings & appointments set up.
* Managing a Database system of reservations, check in and checkouts.
* Familiar with using automated telephone answering system.
* Skilled with maximizing sales revenue through up selling.
* Reviewing all transactions to make sure that all bills are kept up to date.
* Ensuring all relevant paperwork has been completed in order for a smooth handover.
* Experienced in problem solving and conflicts resolution skills in order to handle guests complains effectively.

**Sales, November 2012. – December 2013. Oriflame Cosmetic, Serbia.**

**Cashier, August 2011. – October 2012. Du & Di exchange office, Serbia**.

**Education:** (2004 – 2008) **Druga Kragujevacka Gimnazija, Kragujevac, Serbia**

* Graduated from High School.

(2008 – 2011) **High Technical School, Kragujevac, Serbia**

* Graduated as Information Technology (June 2011) – bachelor degree

**Computer Skills:** Experienced with Window's XP, Window's 7, Linux UBUNTUOS.

Proficient with Microsoft Office (Word, Excel, Power Point, Access

(Data Base and SQL syntax)).

Familiar with computer programs such as Joomla, Opera, Pascal, Visual

Basic and Unicare.

**Personal skills:** Demonstrative ability to function effectively in stressful environment and to

work independently adapting to changes and Dynamic environment, in

order to deal tactfully with general public.

**Languages:** English: Fluently Speaking/Reading/Writing

Serbian: Fluently Speaking/Reading/Writing

Russian: Basic Speaking/Reading/Writing

**Personal Information: N**ationality: Serbian

Date of birth: 22. October 1989.