

## PERSONAL INFORMATION



## Dragana Živanović

📍 Via Franco Maria Cattarinetti 1 L, Int. 13, 37136, Verona (VR), Italy

☎ +39 347 562 1474

✉ [dz995@yahoo.co.uk](mailto:dz995@yahoo.co.uk)

Sex Female | Date of birth 26/09/1995 | Nationality Serbian

## WORK EXPERIENCE

June 2019 – Present

## Translator / Data Entry Operator

Domum Tellus Doo, Kralja Petra 10 A, 11000 Belgrade, Serbia

Tel.: +381 64 9874 077 – E-mail: [luka.lakichevich@nosterfructus.com](mailto:luka.lakichevich@nosterfructus.com)

- transcription and translation (from Italian to English language/ from Italian to Serbian language and vice versa) of visit reports regarding the viticulture consultancy
- collecting and entering contact details of different wine estates in Bulgaria and Romania creating a Microsoft Excel database

Business or sector Language services

March 2019 – May 2019

## Translator for FilmBox channel

Broadcast Translations & Conversions LLC, Bulevar Zorana Djindjica 8 A, 11070 Belgrade, Serbia

E-mail: [natalija@broadcasttc.com](mailto:natalija@broadcasttc.com)

<http://www.broadcasttc.com/>

- screenplay translation from Italian to Serbian language of film *Latin Lover* and television show *Mafia uccide solo d'estate* Season 2

Business or sector Language services

May 2019 – June 2019

## Cashier / Linguistic Assistant

Manfredi Italian Street Food, Cara Dusana 31, 11000 Belgrade, Serbia

Tel.: +381 63 78 72 670 – E-mail: [manfredifood@gmail.com](mailto:manfredifood@gmail.com)

<http://www.manfredifood.com/>

- introducing Sicilian cuisine to Serbian and foreign customers
- linguistic assistant for non-Serbian speaking managers

Business or sector Food industry

March 2017 – February 2018

## Usher

Madlenianum Opera and Theatre, Glavna 32, 11080 Belgrade, Serbia

Tel.: +381 11 3162797

<http://www.operatheatre-madlenianum.com/>

- check tickets and guide members of the audience to their seats
- ensure that audience are not using their phones or any other recording equipment during the performance

**Business or sector** Entertainment industry

April 2017 **Phone Operator**

Coca-Cola HBC, Batajnicki drum 14-16, 11080 Belgrade, Serbia

Tel.: +381 0800 11 22 33

<http://www.rs.coca-colahellenic.com/>

- telephone survey for market research

**Business or sector** Beverage

July 2016 **Volunteer at Associazione Castello Manservisi**

Mladi Istraživaci Srbije, Bulevar Umetnosti 27, 11150 Belgrade, Serbia

Tel.: +381 11 311 13 14 – E-mail: [office@mis.org.rs](mailto:office@mis.org.rs)

<http://www.mis.org.rs/>

- taking care of the garden outside and cleaning the rooms inside Manservisi Castle and Laborantes museum at Porretta Terme (BO), Italy

**Business or sector** Volunteer work

EDUCATION AND TRAINING

February 2020 – Present **Professional business manager**

Professional Training Course called *English for the world of work: focus on professional speaking and writing skills* at the University of Verona, Italy

2014 – 2019 **Professor of Italian language and literature**

Faculty of Philology, University of Belgrade, Serbia

February 2018 – July 2018 **Erasmus Exchange Student**

Department of Linguistic and Literary Studies at the University of Padua, Italy

2010–2014 **High School Diploma in Humanities Studies**

The IX Belgrade Gymnasium “Mihailo Petrovic-Alas”, Belgrade, Serbia

PERSONAL SKILLS

**Mother tongue** Serbo-croatian

**Other languages**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	C1	C1	B2	B2	C1
Bachelor's degree at the University of Belgrade					

English	B2	B2	B2	B2	B2
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Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user  
[Common European Framework of Reference for Languages](#)

**Communication skills** Working as usher and telephone operator has helped me very much to develop my communication skills:

- active listening
- clarity and concision
- empathy and respect
- provide constructive feedback

**Organisational / managerial skills** While working at Manfredi Italian Street Food in city centre of Belgrade I gained several organisational skills, since I was working most of the time as cashier, cook and translator:

- multitasking
- problem solving
- creative thinking
- responsibility for office materials and equipment