

CURRICULUM VITAE

PERSONAL INFORMATION ZDENKA PETEK

📍 Stara cesta 17, 21420 Bol (Croatia)

📞 098/341800

✉ zkrunic@yahoo.com

Sex: Female | Date of birth: August 8, 1975 | Citizenship: Croatian

WORK EXPERIENCE:

- 1999 to present day Certified court interpreter and freelance translator
Self - employed
- Specializing in:**
Law: Contract(s) Finance (general)
Certificates, Diplomas, Licenses, CVs
Business/Commerce (general)
Economics
Law (general)
Marketing / Market Research
Textiles / Clothing / Fashion
Advertising / Public Relations
Tourism & Travel Transport / Transportation / Shipping
- Also working in:**
Journalism
International Org/Dev/Coop
Accounting
Insurance
Computers: Software
Real Estate
Poetry & Literature Translating books, legal documents, web sites,
instruction books, financial reports, brochures.
Oral translations at weddings, court cases, business meetings etc.
- 2014 to present day Director of leisure sales
Sunce Hoteli d.d. – Zagreb – Bluesun hotels & resorts
- Responsible for Corporate and Travel Agent Room Sales for the Bluesun hotel chain. Clear understanding of the hotels business strategies, setting goals, determining action plans to meet those goals. Update action plans and financial objectives quarterly.
- Identify new markets and business opportunities and increase sales.
Represent Hotels in various events and exhibition.
Implement all sales action plans related to market areas as outlined in the marketing plan.
- 2004 - 2014 Director of sales and marketing
Hoteli Zlatni rat d.d. - Bol

Analyzing current client base and target markets for the hotel chain. Devising new ways to expand that client base.

Reaching out to organizations and businesses that might require a hotel for conferences and events. Meeting with representatives from these companies to explain the hotel's merits and amenities.

Networking with wedding planners and special event planners to encourage hotel bookings.

Designing and advertising special group rates and packages to increase larger bookings.

Managing accounts of high-profile clients.

Processing payments and applies discounts as necessary.

Addressing and resolves any issues or complaints regarding sales or marketing.

Maintaining positive relationships with clients to encourage repeat and recurring business.

2001 - 2004 Sales and marketing associate

Hoteli Zlatni rat d.d. - Bol

Working closely with the director of sales and marketing on pricing, contracts, bookings.

Conducting daily sales calls and arrange site inspection trips to hotels by corporate clients.

Providing quick and timely responses, immediate communication to the properties, develop professional long-term business relationships. Providing the highest quality of service to the customer at all times. Participating in sales calls with other members of sales team to acquire new business and/or close on business.

EDUCATION AND TRAINING

2018 SDL Trados Studio 2017 Getting Started Part 1 – Translating – online course

2001 Passed the exam for Certified court interpreter for English and Italian language

Split-Dalmatia County Court (Croatia)

1994-2000 Faculty of Humanities and Social Sciences, University of Zagreb (Croatia)

English and Italian language and literature.

PERSONAL SKILLS

Mother tongue Croatian

Other languages	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Italian	C2	C2	C2	C2	C2
German	B2	B2	B2	B2	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user
Common European Framework of Reference for Languages

Communication skills	Excellent communication skills acquired during education and extensive work experience.
Organisational / managerial skills	Great organisational and managerial skills, including good sense of leadership (currently responsible for a team of 10 people); vast experience in logistics; good experience in project or team management. These skills were acquired through training, work, and leisure activities. Strong persuasive and negotiation skills. Working well with a variety of different individuals.
Computer skills	Competent with Microsoft Office applications. Competent on the Internet.