

## Contact

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(LinkedIn)

## Top Skills

Market Research  
Trade Relations  
Trade Promotions

## Languages

English  
Russian  
Serbian

# Marija Bozic

Promoting Trade Relations between Austria and Canada  
Toronto, Ontario, Canada

## Summary

Serving the Austrian Trade Commissioner and Austrian exporters in Canada. Researching markets, building relationships and promoting partnerships across industries. Assisting companies to get the advice and support they need to enter the Canadian market and grow. I love to share fascinating insights about Canada and correspond in German. Ich vermittele Partner für den Kontakt zu potentiellen Geschäftspartnern in Kanada.

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## Experience

### ADVANTAGE AUSTRIA

Trade Relations Officer

January 2012 - Present

Toronto, Canada Area

Few people in Canada know that Austria is among the absolute “know-how countries” for machinery, industrial plant, engineering, industrial valves, transport technology and industrial installations.

I feel privileged to have the opportunity to serve the Austrian Trade Commissioner in developing relations with Canadian companies and partners, who are interested in doing business with Austria across diverse industry sectors (machinery, environmental technology, startups).

Promoting trade is an honourable profession which involves efficient and effective execution of a plethora of interesting and challenging tasks:

- Research, knowledge generation and dissemination, writing of articles & summary reports in order to accurately assess the market potential in diverse industries and create opportunities for trade.
- Networking and interviewing of hundreds of business owners across Canada to determine their interest in doing business with Austria and pitch for new goods and services.

- Critical review of hundreds of companies, industry reports, secondary literature, regulations, political and socio-economic trends in order to advise exporters on how to enter the market.
- Organization of trade missions, seminars and diverse forums for industry partners to meet and discuss business.

### Air Canada

Trilingual Customer Sales & Service Agent  
January 2010 - January 2012 (2 years 1 month)

- Completed a comprehensive training for airport agents to help Air Canada move flights on time and improve customer service.
- Acted as an Air Canada ambassador and communicated with international passengers in different languages (German, Russian, Serbian, and Croatian). Ensured passengers feel safe and comfortable while waiting for their flights or being rebooked when necessary.
- Investigated complaints and empathised with passengers whose belongings were missing or flights were delayed, restoring their faith in positive outcomes.

### German Training

Freelance Tutor and Translator  
January 2003 - July 2011 (8 years 7 months)

I taught German as a second language and helped students to develop communication skills and interest in the German culture.

### Logitech

Bilingual (German) Technical Support Representative  
November 2009 - October 2010 (1 year)

- Educated and solved technical issues for customers who used universal remote controls. This included analysing problems, continuous learning, providing feedback to product development, and finding solutions in a timely manner while ensuring the high levels of customer satisfaction.
- Performed necessary changes in the programming language and improve functionality and user experience. Consistently displayed courtesy and strong

interpersonal skills in all interactions. Reported patterns of reoccurring issues. Reduced the backlog of technical incidents in a small team from 800 to 40 in a six months period.

Toronto, Canada

Affiliate Manager

February 2008 - October 2009 (1 year 9 months)

- Assisted the Marketing Director in managing European accounts to increase revenues of an online affiliate program. This involved building and maintaining relationships with webmasters across the globe and marketing the online gaming program.

I negotiated banner placements with owners of websites, evaluated performance and recommended strategies to generate new sources of traffic.

- I verified new accounts, monitored progress and approved special bonus offers to attract player traffic. The work involved the creative use of various channels of communication which resulted in the recruitment of the best performing affiliates in the industry.

Technical High School, Serbia, Europe

German Language Teacher

September 2003 - January 2007 (3 years 5 months)

- Taught German as a foreign language to high-school students in a Secondary Technical School, preparing them for academic learning before entering university. Facilitated activities that developed students' physical, emotional and social growth.

- Organized small group and individual activities to ensure all students are learning at full potential. Participated in ongoing training sessions to advance teaching methods and assessed progress. Organized parent-teacher meetings to develop trust and address ongoing issues.

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## Education

Ryerson University

Bachelor's Degree, Public Administration and Governance · (2009 - 2016)

Faculty of Philosophy, University of Novi Sad, Serbia

Bachelor's Degree, German Language and Literature · (1998 - 2003)

