

## CURRICULUM VITAE

### PERSONAL INFORMATION

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*Date of birth* 19.03.1984.



### WORK & FREELANCE EXPERIENCE

<i>Dates</i>	July 2019 - Present
<i>Name and address of employer</i>	<b>IMG Worlds Of Adventure</b>
<i>Type of business or sector</i>	Events & Theme Park
<i>Occupation or position held</i>	<b>Event Manager – Head of Events</b>
<i>Main activities and responsibilities</i>	Leading cross-functional teams, through all phases of Special Events, including creative planning, development, budget management, production/execution and post-event evaluation/recap. Main communication point for all key stakeholders on event-related details. Researching and gathering information needed to make informed decisions throughout all phases and recommend future improvements. Stay abreast of trends, best practices and other information beneficial to role and leverage that knowledge to improve events. Participate in creative sessions to develop new event concepts and options. Assist in budget development and management. Develop and maintain strong relationships with key internal stakeholders and partners throughout the Park. Cultivating and maintaining effective external relationships with suppliers and other essential partners. Develop and present creative and logistical plans/recaps to internal partners and executives.
<i>Dates and Project name (Freelance)</i>	17. January – 14. February – 2019: Pope Francis visit Abu Dhabi 2019
<i>Name and address of employer</i>	<b>"Flash Entertainment", Abu Dhabi - UAE</b>
<i>Type of business or sector</i>	Events & Production – Project department
<i>Occupation or position held</i>	<b>Project Coordinator – The Pope Visit - Flash</b>
<i>Main activities and responsibilities</i>	Pre-event activities: Taking care of FOH in-house activities, providing support on purchasing and controlling of everything to be settled up for Customer service, Lost & Found, Lost Child, Ticketing Booths, Camera Depository boxes, Water stations, Distribution of communion, Prayer books. Coordination and work with designer in creating map for internal and external use for easier understanding. Coordinating suppliers and deliverables to be on time and place. Day of the event activities: controlling and assisting crowd in dedicated section, training and managing volunteers and staff. Taking care of everything around dedicated area to be run smooth, finding solution and fast decision making in case of unexpected situations and circumstances taking decisions and responsible actions on the spot. Post-Event activities: Collection invoices and following up payments, finalizing event reports.
<i>Dates and Project name (Freelance)</i>	15. February – 21. February 2019: The 2019 Special Olympics World Summer Games - Opening and Closing Ceremony
<i>Name and address of employer</i>	<b>"Flash Entertainment", Abu Dhabi - UAE</b>
<i>Type of business or sector</i>	Events & Production – Project department
<i>Occupation or position held</i>	<b>Project Coordinator - Opening and Closing Ceremony</b>
<i>Main activities and responsibilities</i>	Pre-event activities: Taking care of FOH in-house activities and assisting FOH Manager with, providing support on purchasing and controlling of everything to be settled up for Customer service, Lost & Found, Lost Child, Ticketing Booths, Camera Depository boxes. Coordination and work with designer in creating map for internal and external use for easier understanding.
<i>Dates and Project name (Freelance)</i>	28. February 2017 – 28. July 2019
<i>Name and address of employer</i>	<b>5* Luxury Hotels, Abu Dhabi - UAE</b>
<i>Type of business or sector</i>	Events & Hospitality
<i>Occupation or position held</i>	<b>M.I.C.E. Manager</b>
<i>Main activities and responsibilities</i>	Establishing M.I.C.E. department and coordinating between operations, events and sales teams in 5 properties. Developing department that will be in charge and be able to handle events in ballrooms, meeting facilities and other venues in properties. Arranging and controlling required technical and additional supported equipment for all type of events in ballrooms, meeting rooms and venues in properties. Contracting and

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*Occupation or position held*  
*Main activities and responsibilities*

September 2017 – January 2019  
“SM Productions Events LLC”, Dubai - UAE  
Events & Production  
**Event Project Manager**

Development and production of projects from proposal right up to delivery. Delivering events on time, within budget, that meet client's expectations. The setting, communicating and maintaining timelines and priorities on every project. Communicating, maintaining and developing client relationships. Managing supplier relationships. Managing operational and administrative functions to ensure specific projects are delivered efficiently. Providing leadership, motivation, direction, and support to team members. Visiting and conducting onsite inspections and project managing events. Being responsible for all project budgets from start to finish. Ensuring excellent customer service and quality delivery.

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April 2015 – September 2017  
“AGM Gastro”, Dubai - UAE  
Events & Hospitality  
**Event Sales Manager & Event Coordinator**

Looking for potential clients as well as maintaining ongoing relations with old clients. Coordinating and handling client inquiries from point-of-contact for all event details till the financial report of the event. Preparing quotation, negotiating and closing a deal. Coordinating, creating and signing event organizing contracts. Deciding budget, best fitting venue, planning the entire event and coordinating with management event itself. During the event taking care of all necessary details and handling issues and problems that/if arise during the events. Maintaining a follow up after the event, collecting reviews from clients, analyzing the event's success and preparing reports.

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July 2014 – April 2015.  
“Talas S DMC”, Belgrade – Serbia  
Tourism – DMC & M.I.C.E.  
**M.I.C.E. Project Manager**

Dealing with client enquiries starting from an offer, hotel reservation, event organization, team buildings, trips, conventions, meetings, free activities. Arranging artists, finding the right venue, catering, and decoration for events. Preparing, coordinating and managing all operational aspects of client programs, events, making hotel reservations and venues, and other inquiries from the suppliers in Serbia as required and ensuring delivery of quality at every stage.

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*Main activities and responsibilities*

December 2013 – July 2014  
“Unico Travel”, Belgrade – Serbia  
Tourism – Tour operator  
**Head Manager**

Negotiating the best value for travel products and services, coming up with new product ideas, researching market and destinations, putting together packages and tours, product pricing and marketing. Organize and supervise all of the administrative, sales development, staff and financial management, and daily operational management activities. Controlling and supervising booking for Greece, North Cyprus, Turkey, and U.A.E.

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*Occupation or position held*  
*Main activities and responsibilities*

February 2009 – December 2013  
“Way out”, Belgrade - Serbia  
Tourism – Tour operator  
**Reservation manager & Booking supervisor**

Handling hotel reservations, business co-respondents with partners, handling charter flights, creating group programs, organizing transportation, controlling and managing bookings of hotels and flights for groups and individuals in U.A.E, Egypt, Tunisia, Turkey, and Morocco. Managing and supervising reservations and booking department for 3 major destinations and 2 minor. Handling and managing more than 25.000 reservations per year and everyday business correspondence with foreign partners.

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*Occupation or position held*  
*Main activities and responsibilities*

February 2008 – January 2009  
“Conte”, Belgrade – Serbia  
Tourism – Tour operator  
**Product manger's assistant & Product manager for a city break tours**

Operating two destinations, Turkey and Egypt, handling hotel reservations, business co-respondents with partners, handling seats on charter flights. Second, City Break Tours, creating group programs, organizing transportation, working with business partners and booking hotels for groups.

<i>Dates</i>	May 2007 – February 2008
<i>Name and address of employer</i>	“Supernova”, Belgrade – Serbia
<i>Type of business or sector</i>	Tourism – Wholesaler
<i>Occupation or position held</i>	<b>Sales department – Sales officer</b>
<i>Main activities and responsibilities</i>	Receiving requests from tourists and assisting in selecting their flights and finding the best location for holidays, vacations, or business trips.

## EDUCATION

<i>Dates</i>	2003 – 2007
<i>Name and type of organization providing education and training</i>	<b>Faculty of Tourism and Hospitality, Singidunum University, Belgrade, Serbia</b>
<i>Principal subjects/occupational skills covered</i>	Tourism and Hotel Management includes theoretical and technical knowledge needed to perform managerial, leadership, research, analytical, and numerous other activities in all entities that directly or indirectly involved in the development of tourism.
<i>Graduate theme</i>	“Dark tourists’ motivation and Dark Tourism”
<i>Title of qualification</i>	<b>Economist – Manager of tourism</b>
<i>Name and type of organization providing education and training</i>	1999 – 2003: High School “Stevan Puzic” Ruma, Serbia
<i>Title of qualification</i>	High School Degree

## LANGUAGE SKILLS

<i>Native language</i>	Serbian		
	<i>Reading skills</i>	<i>Writing skills</i>	<i>Verbal skills</i>
<i>English</i>	Excellent	Excellent	Excellent
<i>Spanish</i>	Very Good	Very Good	Very Good
<i>Arabic</i>	Functional	Functional	Functional
<i>Italian</i>	Basic	Basic	Basic

## CERTIFICATIONS AND COURSES

*EU Diploma Verification* – ID 33610 EU Blue Card Network – Belgium  
*ECDL Core Certificate* – ID 045691 JISA - Union of ICT Societies – Serbia  
*Functional Skills – Level 2 Arabic* – F71-014-18-00393 – Berlitz Language Center – Dubai – United Arab Emirates  
*Functional Skills – Level 1 Arabic* – F71-014-16-00393 – Berlitz Language Center – Dubai – United Arab Emirates  
*Amadeus Functionality course* - ID 14-5087 Amadeus IT Group – Serbia  
*Amadeus Introductory course* – ID 14-5072 Amadeus IT Group – Serbia

## COMPUTER AND INTERNET SKILLS

Proficient computer literacy proved through work experience with Operating systems Microsoft Windows XP, Windows 10 and Vista. Excellent ability in navigating through the Internet and E-mail. Daily use and have great knowledge of Software programs MS–Office (PowerPoint, Word, Excel, and Publisher), Adobe Photoshop, and FileMaker – software program specially designed for travel agencies. Great knowledge of online hotel reservation systems GTA, TBO, GoGlobal, and Ezeego1. Amadeus flight reservation system. Hotel reservation system Opera.

**DRIVING LICENCE(S)** **YES** (UAE & Serbian)

## PERSONAL AND OTHER SKILLS

Excellent communication skills, developed through years of experience, highly critical thinker with effective researching skills proven through work experience in project management, flexible team player who prospers in a fast-paced work environment based on past experience and can adapt to various situations prioritizing multiple work assignments simultaneously. Interpersonal and relationship building skills. Problem-solving skills. Having energy, enthusiasm and a "can do" attitude towards the profession and dedicated to it.