

IVA KREŠIĆ
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EDUCATION

RIT Croatia (Rochester Institute of Technology) **2018 – 2022 (expected graduation)**
Zagreb, Croatia

- Bachelor of Science in International Business
- Junior student in 2020/2021
- Cumulative GPA – 3.68 (of 4.0)
- Honored as a Dean's List student

Gimnazija Metković 2014 - 2018 *Metković, Croatia*

EXPERIENCE

FOREO AB (Foreo Adria d.o.o.), Customer Care Intern **June 2021 - Aug 2021**
Zagreb, Croatia

- Communicating with customers through email
- Assisting in customer decision making and purchase processes
- Processing orders and claims using internal company softwares
- Providing professional customer support and ensuring customer satisfaction

Jadran Hotel, Jadran-promet d.o.o, Sales Representative Assistant **June 2020 – Aug 2020**
Neum, Bosnia and Herzegovina

- Company operating in a field of commerce and hospitality and tourism
- Assisting in monitoring reservations and balance of payments
- Communicating service information and prices to potential customers

Souvenir shop Sunce, Salesperson **June – Sept 2017, June – Aug 2019**
Neum, Bosnia and Herzegovina

- Family-owned retail business
- Responsible for assisting during sales process
- In charge of handling cash register and inventory control

Tourist Agency Office, Administrative Worker **June – Sept 2018**
Neum, Bosnia and Herzegovina

- Communicating local accommodation information to incoming tourists
- Assisting in promotion of tourist sights, trips and events
- Middle-man in a tourist-accommodation owners relationship
- In charge of monthly and weekly reports regarding the number of tourists accommodated in local hotels and Airbnb's to county tourist board

INTERESTS AND HOBBIES

- Event and organization management
- Social media marketing
- Singing, dancing and playing guitar
- Learning new languages
- Traveling
- Photographing
- Cycling and outdoor activities
- Quality time with friends and family

OTHER

Languages:

Croatian (native); English (Fluent), German (beginner); Spanish (beginner).