



Melita Jokic

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About me: I am an experienced business secretary with a demonstrated history of working in the administrative, banking, economics field and lastly real estate field. Skilled in Microsoft office 365, phone etiquette, customer service and multitasking. Worthy of trust, proactive, self-motivated and ambitious with excellent organizational skills and abilities.

● EDUCATION AND TRAINING

1 OCT 2019 – CURRENT – Ljubljana, Slovenia

MANAGEMENT EXECUTIVE – GEA COLLEGE, Faculty of entrepreneurship

1 SEP 2013 – 5 JUL 2017 – Ljubljana, Slovenia

ECONOMICS TECHNICIAN – Srednja upravno administrativna sola Ljubljana

● WORK EXPERIENCE

1 SEP 2020 – 19 NOV 2020 – Dubai, United Arab Emirates

BUSINESS DEVELOPMENT EXECUTIVE (REAL ESTATE AGENT) – Park International Investments L.L.C.

- Real estate sale
- Communication with clients and reception of clients
- Preparation of weekly and monthly reports
- Social media marketing, social media management
- Front desk / reception assistance
- Production of presentations, brochures, websites

1 JUN 2020 – 31 JUL 2020 – Ljubljana, Slovenia

HUMAN RESOURCES EXECUTIVE ASSISTANT – Deželna banka Slovenije d.d. (Slovenian bank)

- Review of job appliances and selection of staff
- Preparation of daily and weekly reports (reporting to managing director of contact centre department)
- Outgoing calls, informing customers about changes regarding mobile and online banking
- Editing and recording records of annual leaves, trainings, seminars, workshops

11 NOV 2019 – 31 MAY 2020 – Ljubljana, Slovenia

BUSINESS SECRETARY IN MAIN SECRETARIAT – Ministry of Finance, Budget supervision office of the Republic of Slovenia

- Organization and preparation of meetings, events, business trips in cooperation with director
- Director's assistant (included in HR, recruitments)
- Writing meeting reports
- Receiving and processing incoming and outgoing mails, calls, post
- Manage personal files (absences, authorizations, working hours)
- Coffee and tea service, receiving guests
- Ordering of office supplies

21 JAN 2019 – 10 NOV 2019 – Ljubljana, Slovenia

SENIOR CONSULTANT AT THE CONTACT CENTRE – ABANKA d.d. (Slovenian bank)

- Customer correspondence via telephone, e-mail, online chat and social media
- Product consulting, providing general product information (credit cards, opening a bank account, loans and executions)
- Providing service of online and mobile banking
- Assistant to head of department (contact centre)

- Writing daily, weekly and monthly reports

18 JAN 2016 – 21 JAN 2019 – Ljubljana, Slovenia

ADMIN ASSISTANT – University rehabilitation centre of the Republic of Slovenia

- Administrative and secretarial work in the main reception office
- Preparation of utility orders: hand-driven trolley, walking stroller, checking health insurance of patients
- Typing physiotherapy medical reports, communication with doctors, specialists, writing hospital medical reports

● LANGUAGE SKILLS

Mother tongue(s): **SLOVENIAN**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
CROATIAN	C2	C2	C2	C2	C2
SPANISH	C1	B2	B2	B2	B2
TURKISH	A1	A1	A1	A1	A1
ITALIAN	A2	A2	A2	A2	A2
GERMAN	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Excel | Outlook | Microsoft Powerpoint | Microsoft Office | Google Drive | Facebook | Instagram | Skype | Google Docs | Zoom | LinkedIn | Social Media | Written and Verbal skills | Reliability | Organizational and planning skills

● SKILLS

Core skills

- Microsoft office 365 (Outlook, Word, Excell, Power Point, One Note)
- IBM Lotus Notes and SPIS 4
- Social media marketing
- Project managment
- Multifunctionality and ability to perform multiple tasks at once
- Mentoring and management competences (office, records, employee management)
- Excellent communication and negotiation skills
- Excellent productive consulting to clients