Simona Kitic

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Objective

A Highly Ambitious, Detailed oriented and motivated individual wanting to pursue a professional career.

Experience

**May 2016 – October 2021**

Locanda restaurant CA

Job title: Server

**Nov 2019 – March 2020**

Madera restaurant (Michelin star) Rosewood Hotel CA

Job title: Server

**Dec-2016 – Nov-2019**

Mistral Restaurant CA

Job Title: Event coordinator/Server

Duties

* Maintaining a work relationship with vendors and venues.
* Work with a diverse population, including english language learners,people of different ethnicities and religious affiliations.
* Planning and coordinating events, such as venue organization and decorating for parties, and major cultural holidays.

Strengths: Accompanying clients on tours of venue possibilities and maintaining strong knowledge of services to meet their needs. Following up with Clients to ensure all needs are met and there is complete satisfaction.

Dec-2013 - Dec-2016

Cairo Restaurant and Cafe CA

Job Title: Restaurant Manager

Duties

* Recruiting, hiring, training new individuals to the restaurant industry.
* Maintain a leadership role to supervise staff,ensuring there is adequate staffing at all times.
* Manage and handle all administrative duties and all book keeping.
* Anticipate inventory needs and maintain sufficient amounts of food and beverages.
* Maintain Health, safety, and licensing regulations.

Strengths: Manage restaurant revenue, track relevant statistical and financial records. Handle complaints,conflicts,questions and suggestions from patrons and enhance every experience with resolutions to create a lasting relationship. Manage restaurant systems and train fellow team members on new software being introduced.

Aug-2011 - Dec-2013

Yura Corporation SRB

Job title: Leader of the section Duties

* Utilize software programs such as Microsoft word,Microsoft PowerPoint, Microsoft Excel to enhance company growth.
* Recruiting and preparing new team members to be qualified as certified technicians.
* Handle clientele paperwork and maintain company bookkeeping records. Strengths: Uphold company standards and policies. Review daily projections to know where the company growth each hour of the day to meet productivity levels. Operating supply orders,merchandise forms,vendor invoice reconcile forms, monitor daily staff schedule and administrative staff performance reviews.

Sep-2007 - July-2011

“SD” Studio SRB

Job title: Designer and decorator of unique furniture Duties:

* Utilize software such as MicroSoft PowerPoint to create designs,models and visualizations of furniture layouts. Based on Clientele preference.
* Schedule meetings with potential clients and other trades personnel such as architects and contract workers, to discuss the needs of appealing and appropriate furniture accommodations.
* Researching and preparing plans, diagrams, blueprints,or sketches for interior and exterior construction.

Strengths: Attending meetings and executing all future and present changes with introductions to new services for clients in a timely fashion to create even more opportunities of service. Tracking all sales and product preferences to maintain great company revenue. Following up with all Clients to ensure all needs and satisfaction has been met and to build a lasting relationship.

Education

Sep-2007

Law and Business Administration High School, NIS, Serbia

Degree: Certified Low Technician

Oct-2011

Megatend University, NIS, Serbia

Bachelors in Business Management

Skills

* Professional and mature customer service
* Accurate and detail-oriented
* Strong Communication skills in public speaking
* Upbeat and positive attitude
* Strong computer and technical abilities
* Bilingual in English and Serbian
* Patience and composure analytical aptitude
* Work well with a diverse group of individual
* Able to solve difficult problems and make on time decisions to exceed client expectations