

Sanela Milosevic

Date/ place of birth: 08.11.1984./Belgrade
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Email Address: sanela_milosevic@yahoo.com
Occupation: Digital marketing / SEO manager / Actress



EDUCATION

2021 – 2022 – New Media Design – IT Academy
2006 – 2010 – University of Arts - Bachelor's degree in acting for movie and theater
1999 - 2003 – Medical High School - Physiotherapy
2015 - 2016 – Acting Studio Michael Chekhov - Boston - Scott Fielding

ADDITIONAL EDUCATION

2021 – Bozidarac

- Web Design, WordPress

2015 – To date - Online Digital Marketing University “[Wealthy Affiliate](#)”

- WordPress, Website building, Affiliate marketing, Online customers support

2020 – 2021 - Training and Development University

- Digital marketing manager
- SEO manager
- SPSS

2020 – IOA Online University

- TEFL certificate
- SEO Optimization Certificate
- Social Networks Marketing Certificate

2020 – Himalayan School of Traditional Yoga – HSTY India

- Yoga teacher 200 hours training

2019 – QuaanOne

- Reiki Mastery Levels I, II, III and Master practitioner

2018 – OBM

- Marketing, Management, Luxury goods sales training

2018 – Serbian Reiki Association

- Reiki Practitioner Level I

2017 – Lisa Powers

- Reiki Mastery Levels I, II, III and Master Practitioner

EXPERIENCE

Freelance content writer and an affiliate at <https://bestonlinehomebusiness.com>

Freelance Actress – Theater and Movie industry

Date: 2006 – To date

LVMH / Onboard Media Company - USA

Date: 06/2018 -

Port and Shopping Guide / Sales and Marketing Manager

- Planning and executing proven methods to enhance guests travel experience
- Providing promotional material for the entire retail program
- Host presentations to hundreds of cruise ship guests to ensure they receive high valuable information regarding tax and duty free luxury shopping opportunities in the ports-of-call
- Managed a team of 5 onboard to effectively run operational duties
- Ensuring that the company's targets are met using the strategy development skills
- Preparing sales reports by collecting and analyzing customer information
- Providing professional customer support by taking care of the guests in person, ensuring that they feel completely safe while shopping for high value and high ticket luxury goods such as Diamonds, gemstones, and high end timepieces
- Trained and worked with global brands such as Rolex, Breitling, Hublot, Audemars Piguet, Fendi, Girard Perregaux, Zenith, Hearts on Fire, Mark Henry Alexandrite, Crown of light,
- Working closely with LVMH's and OBM's clients including the leader in diamonds industry "Diamonds International"

Carnival Cruise Line - USA

Date: 12/2012 - 06/2018

Entertainment Host / Customer Support Representative

- Training new hosts for the customer support representative and entertainment host position
- Crisis and crowd control management, dealing with large groups of people
- Creating and executing onboard entertainment activities

Astra NGO dedicated to fighting against trafficking - Serbia

Date: 2011

Program coordinator and spokesman

- Producing the acting workshop dedicated to the prevention and education
- Ensuring that the workshop project brings satisfaction to the participants

Centre for Culture Svilajnac - Serbia

Date: 04/2010 – 11/2012

Executive Workshop Producer / Workshop Supervisor

- Creating, preparing, and producing the acting workshop dedicated to education
- Directing, managing, and budgeting all the events
- Creating program's commercials, promotional videos and visual identity of the events

BELEF Festival / Terazije Theater - Serbia

Date: 08/2007 – 08/2011

Hostess

- Ensuring that the customer service meets the standards
- Ensuring guests satisfaction, dealing with guests' complaints
- Training other hostesses

P&G Company – Belgrade, Serbia

Date: 2009

Executive Producer / Workshop Supervisor

- Program development, ensuring that the program runs smoothly as per the requirements
- Working closely with company's executives

“HISE” Magazine - Belgrade, Serbia

Date: 2004 – 2006

Marketing /Sales Representative

- Marketing and sales of advertising space
- Managing large amount of calls
- Execution of the company's meetings with clients
- Ensuring clients satisfaction

Health Center Palilula / Sokobanja Hospital

Date: 2002 – 2006

Physical Therapist

- Physical therapy, responding to emergency situations providing ethical and medical support
- Dealing with the patients' requests, complaints, medical needs

LANGUAGE ABILITY

- English - fluent
- Serbian - native

SOFT SKILLS

- Leadership
- Problem-solving
- Effective communication skills
- Teamwork
- Creativity
- Public speaking
- Emotional intelligence
- Can do attitude

HARD SKILLS

- Growth mindset
- Marketing Skills
- Management Skills
- Presentation Skills
- Writing Skills
- Digital marketing/SEO management