

# Sanela Milosevic

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Occupation: <https://sanelamilosevic.com>

Public speaking / Hospitality service / Customer service / Digital marketing



## EXPERIENCE

### Holistic retreat at the Bosnian pyramids

2021. **Producer / Marketing manager / Coordinator**

- Complete organization and coordination of the program of the retreat in its entirety, customer support
- Planning and implementing a marketing strategy / Logo, website, promos: design and prep for printing

### LVMH / Onboard Media Company - USA

2018 - 2021. **Sales and Marketing Manager / Port and Shopping guide**

- 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, Hearts on Fire, Mark Henry
- Working closely with LVMH's clients including the leader in diamonds industry - Diamonds International

### Carnival Cruise Line - USA

2014 - 2018. **Entertainment Host / Customer Support Representative / Actress**

- Creating and executing onboard entertainment activities / Acting in the shows
- Training new hosts for the customer support / Crisis and crowd control management

### Carnival Cruise Line - USA

2012 - 2014. **Youth Staff**

- Creating and executing onboard entertainment activities for children

### Astra NGO dedicated to fighting against trafficking / Centre for Culture Svilajnac - Serbia

2010 - 2012. **Executive workshop producer and supervisor / Program coordinator and spokesman**

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

### BELEF Festival / Terazije Theater - Serbia

2005 - 2011. **Hostess / Coordinator**

- Ensuring that the customer service meets the standards / Training other hostesses

### Theater and Movie industry

2006 - To date **Freelance Actress**

### "HISE" Magazine - Belgrade, Serbia

2004 - 2006. **Marketing /Sales Representative**

- Marketing and sales of advertising space / Execution of the company's meetings with clients

### Health Center Palilula / Sokobanja Hospital

2002 - 2006. **Physical Therapist** - Physical therapy

## EDUCATION

### **New Media Design**

2021 - 2022. IT Academy

### **Marketing / Management / Luxury goods sales training**

2018. Onboard Media (USA)

### **Hospitality service / Crowd and control management**

2012. Carnival Cruise Line (USA)

### **Bachelor's degree in acting for movie and theater**

2006 - 2010. University of Arts

### **Physiotherapy**

1999 - 2003. Medical High School

## LANGUAGE ABILITY

- English - fluent
- Serbian - native

## SOFT SKILLS

- Leadership / Problem-solving
- Organization skills
- Effective communication skills
- Customer support
- Teamwork
- Creativity

## HARD SKILLS

- Marketing Skills
- Management Skills
- Public speaking / Presentation Skills
- Writing Skills
- Digital marketing/SEO management
- Web designer in WordPress

## ADDITIONAL EDUCATION AND INTERESTS

### **Icon painting**

2021. Private lessons

### **WordPress web design**

2021. School of the cultural center Bozidarac

### **Digital marketing manager / SEO manager**

2020 - 2021. Training and Development University

### **SEO Optimization Certificate / Social Networks Marketing Certificate / TEFL certificate**

2020. IOA Online University

### **Yoga teacher 200 hours training**

2020. Himalayan School of Traditional Yoga - HSTY India

### **Reiki Mastery Levels I, II, III and Master practitioner**

2020. QuaanOne

### **Reiki Practitioner Level I**

2018. Serbian Reiki Association

### **Reiki Mastery Levels I, II, III and Master Practitioner**

2017. Lisa Powers

### **WordPress / Website building / Affiliate marketing / Online customers' support**

2015. Online Digital Marketing University "Wealthy Affiliate"

### **Chekhov and Meisner training**

2015 - 2016. Acting Studio Michael Chekhov - Boston - Scott Fielding