

Ana Zivanovic

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QUALIFICATIONS SUMMARY AND OBJECTIVE

- Elected the most outstanding student in UMaine MBA class of 2008
- Result-oriented performer with excellent interpersonal skills
- Exceptionally motivated multi-lingual leader and creative problem solver
- Easily adaptable to and experienced in diverse international working environments
- Excellent multi - tasker

Objective: to obtain a position that allows the opportunity to effectively apply experience and knowledge of sustainable business practices and sustainable innovation leadership in the business arena.

EDUCATION

University of Maine - Business School, Orono-ME (Aug 2006 – Dec 2008)
Master in Business Administration, Business and Sustainability

GPA 4.00 / 4.00

Major Courses:

Sustainable Business and Environmental Issues	Financial Management
Environmental Law and Policy	International Corporate Finance
Environmental Policy and Management	Strategic Management
Investment and Portfolio Management	Business Ethics

University of Rey Juan Carlos, Madrid-Spain (Sep 1998 – Jun 2001)
Bachelor of Science in Business Administration, Business and Tourism

University of Belgrade, Belgrade-Serbia
Major: Hispanic Philology (Sep 1997 – Jun 1998)

AWARDS

MBA Program Award for most outstanding academic achievements, Apr 2008

Nauman Scholarship – University of Maine, Jan – May 2007

New Generations Scholarship - Awarded full scholarship by the Spanish Ministry of Economy and Tourism for studying Business and Tourism in Madrid, Spain, Aug 1998

INTERNATIONALLY-RELATED WORK EXPERIENCE

International Field Study – Doing Business in China (May, 2007)

UMaine MBA travel course/business experience:

- Visited international companies and industrial areas
- Interviewed business managers
- Experienced local customs and business practices in Beijing, Shanghai, and Suzhou, China.

University of Maine - IT Faculty Development, Orono-ME (Nov 2006-June 2007)

Faculty Technology Consultant:

- Controlled First Class conferences, WebCT courses, and preparation of audio-video materials
- Assisted faculty with computer troubleshooting

Tryp Alcala 611 - Sol Melia Hotel Chain, Madrid-Spain (May 2004-Aug 2006)

Front Desk Officer.

- Handled quality control management
- Managed credit and invoice control
- Provided concierge services, managed reservations

Hyatt Regency Belgrade Hotel, Belgrade-Serbia (Feb-Apr 2004)

Intern in the Business Department as staff assistant:

- Applied business knowledge about regional industries to provide customers with up-to-date business information in Belgrade area
- Assisted Front Desk personnel by solving customer inquiries

Sol Magalluf Park - Sol Melia Hotel Chain, Palma de Mallorca-Spain (May-Nov 2003)

Activities Department Coordinator:

- Organized hotel leisure, sport and entertainment programs and activities
- Conducted daily PR with hotel customers ensuring their satisfaction with the stay in the facility

Johnson & Johnson, Madrid-Spain (May-Dec 2002)

Customer Service Representative:

- Performed phone customer service
- Handled writing daily reports and business letters translations from Spanish to English and vice versa.

Borim Xpress Rapid Courier, Madrid-Spain (Nov 2002-Apr 2003)

Company Supervisor:

- Supervised handling deliveries within Spain and internationally
- Enabled efficient customer service and up-to-date delivery notifications

Hotel Cabana, Benidorm-Spain (Jul – Aug 2001)

Intern - Front Desk Department:

- Assisted customers with their accommodation needs in order to achieve superior customer service while enabling daily operations

RESEARCH EXPERIENCE

University of Maine - Business School, Orono-ME (April 2007-Present)

Research Assistant:

Research project: "The evaluation of social acceptability of forest bioproducts industry in Maine."

- Identified secondary stakeholders - community members, NGO activists, state officials
- Conducted interviews with secondary stakeholders in order to gather relevant data
- Analyzed collected data with different qualitative and quantitative research methods
- Completed a findings report available to future developers and state policy regulators

Center for Tourism, Research, and Outreach (CentTRO), Orono-ME (May 2007-Present)

Research Assistant/Program Manager (promoted from internship position):

- Created, developed and implemented tourism customer satisfaction surveys, and marketing projects
- Assisted with writing reports on economic impacts of different local cultural festivities on local regional development

RESEARCH PAPERS PRESENTED AT MEETINGS

"The Regional Greenhouse Gas Initiative – A discussion of RGGI and its impact on Maine businesses" **A. Zivanovic et al.** Presented at "A conference on the green initiative and its impacts on Maine Businesses", University of Maine, Maine Business School, April 10, 2008.

"Maine Tourism Marketing Partnership Program – Where we stand now", **A. Zivanovic**, Presented at Center for Tourism Research and Outreach Tourism Advisory Commission conference, University of Maine, October 30, 2007.

LEADERSHIP ADVOCACY AND INNOVATION

Sustainability Track advocate, UMaine Business School, 2006 – Present

Greening class curricula - assistant to UMaine Business School faculty, 2006 – Present

Lead organizer - Law Conference in Maine Business School, April 2008.

CERTIFICATIONS AND PROFESSIONAL TRAINING

Basic legal research training with Sharon Tisher, J.D., Jan 2007

Labor safety and hazard prevention training, Nov 2004

Sol Melia's Activities Department certification in sports and leisure Management, Mar-Apr 2003

SAVIA/AMADEUS – training in a leading global distribution system (GDS) for travel industry, Mar 2001.

LANGUAGE AND COMPUTER SKILLS

Language Skills *Native:* Serbian and Croatian
Fluent: English and Spanish
Conversational: French, Russian, Portuguese, and Italian

Computer Skills *Operating Systems:* Windows XP, Macintosh OSX
Programs: Microsoft Office, Flash, NVivo, Qualtrics

AFFILIATIONS

Beta Gamma Sigma Honors Society – Member, Apr 2008
Phi Kappa Phi Honors Society – Member, Apr 2008
Business Sustainability Group – Member, Sep 2007-Present
Graduate Business Association - Elected Secretary, Jan - Sep 2007