



# Ankica Juricev

Sales Executive and travel Specialist

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## Languages

- Croatian
- English
- Mandarin
- Spanish

## About

Motivated and experienced sales,travel and customer service professional with a proven track record of success. Highly skilled in promoting products, building customer relationships, and exceeding sales targets. Exceptional leadership abilities with a talent for training and mentoring new team members. Fluent in English, Slovenian, Croatian, with basic proficiency in Spanish, Mandarin and Italian. Currently pursuing an online course in affiliate marketing.

### BRANDS WORKED WITH

- Family Learning House
- Globus Family of Brands
- Globus Family of Brands at Tourwise of London/ Cosmos Tours
- Utility Warehouse
- Vodiska Ferata

## Experience



### ● INBOUND SALES ADVISOR

Utility Warehouse | Jan 2020 - Now

Provide exceptional customer service, consistently exceeding customer expectations and building strong relationships Exceed sales targets on a regular basis, showcasing expertise in product promotion and up-selling techniques Train and mentor new team members, effectively contributing to the team's overall success Support team leader with managerial duties, demonstrating strong leadership and organizational skills DPA/GDPR trained Experience with CRM systems

### ● SENIOR LOCAL HOST

Globus Family of Brands at Tourwise of London/ Cosmos Tours | Apr 2018 - Oct 2020

Provided first-class customer service to guests on Cosmos tours in contracted hotels in London, ensuring their satisfaction and creating memorable experiences Consistently exceeded sales targets by promoting and selling sightseeing programs, elevating guest experiences and boosting revenue Taught and monitored new colleagues, fostering a positive and supportive team environment Liaised with hotels, reservations, tour guides, and tour directors, ensuring seamless coordination and efficient operations Assisted with team leader duties in the absence of the team leader, showcasing leadership and problem-solving skills

### ● TRAVEL SPECIALIST

Globus Family of Brands | Jan 2018

Tours Winter season between November and March 2018 - 2019 Worked as a call center agent marketing, providing exceptional customer service, and booking Globus Family of Brand tours and cruises for UK guests Demonstrated excellent communication skills and product knowledge to assist customers in selecting the best travel options Consistently met or exceeded sales targets, showcasing expertise in persuasive communication and customer relationship management

### ● EXECUTIVE ASSISTANT TO OWNER

Vodiska Ferata | Jan 2017

Worked in the family business, a popular tourist train, where I excelled in sales, ticketing, and customer service Provided valuable information, translated, and sold tickets to tourists, ensuring a positive experience Organized a variety of events, including themed parties, cultural festivals, and holiday celebrations, to enhance the guest experience and promote the tourist train Collaborated with local vendors and suppliers to coordinate entertainment, decorations, and catering for events, ensuring their successful execution and guest satisfaction

- **CULTURAL EXCHANGE AND TRAVELING**

Family Learning House | Dec 2015 - May 2016

Learned Chinese and taught English, demonstrating adaptability and cross-cultural communication skills Prepared lessons and teaching plans, showcasing strong organizational and presentation abilities Organized and hosted a range of events, including cultural exchange nights, language exchange meetups, and traditional Chinese cooking classes, fostering a fun and engaging environment for participants Facilitated karaoke nights, providing an entertaining and interactive experience for guests

## **Education & Training**

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2002 - 2005

- **Jezikovna gimnazija Antuna Vrančića**

Associate Degree in English,