

PERSONAL INFORMATION

Lejla Ćatović



📍 Karabuško polje Ul. 5 br.41, Tuzi

☎ 067 831 123

✉ lejla.catovic@unimediterran.net

Sex female | Date of birth 24/05/2002 | Nationality Montenegrin

WORK EXPERIENCE

(2024 -)

Teaching Assistant

Mediterranean University Podgorica, Faculty of Tourism

▪ **Main Activities and Responsibilities:** Conduct practical exercises, serve as a committee member for the defense of final (project) and specialist papers, organize practical training for students, coordinate humanitarian initiatives, and perform other tasks related to the teaching process.

▪ **Courses:** Hotel Management, Operations Management in Hospitality, Leadership and Interpersonal Development, Tourism Destination Management, Business Marketing, Strategic Management, Travel Agency and Tour Operator Management, Event Management.

EDUCATION AND TRAINING

(2024 -)

Master Studies of International Management in Tourism
Faculty of Tourism, Mediterranean University Podgorica

VII2 EQF

(2021 - 2024)

Bachelor of Management in Tourism
Faculty of Tourism, Mediterranean University Podgorica
GPA: A (9.97)
Academic success index: 10.00

VI EQF

TRAINING:**September 2024 - Adaptation of Learning and Participation of Students with Special Educational Needs**

The training covered:

- Understanding special educational needs
- Adapting teaching methods and strategies
- Suggestions for using assistive technology (digital tools and software supporting inclusive education)

July – August 2024 - Monte Mare Hotel, Recreatours AD Belgrade, DSD Biserna Obala Čanj

Reception sector training included:

- Guest check-in, providing information
- Working with the hotel software ProSoft
- Accommodation and local tax payments
- Coordinating the guest check-out process

August – October 2023 - Iberostar Slavija Budva

Reception and sales sector training included:

- Managing the guest check-in and check-out processes
- Creating and processing reservations and updating records
- Conducting guest registration
- Working with Iberostar Group reservation systems - Prestige Front Office and Prestige Back Office
- Billing and payments
- Reporting to the finance department and controlling
- Guest communication and resolving complaints
- Handling cash and cashless transactions
- Knowledge and application of hotel standards and procedures
- Upselling

October – December 2022 - Hotel Aurel Podgorica

Reception, F&B, and housekeeping sector training included:

- Managing the guest check-in and check-out processes
- Processing reservations and updating records
- Conducting guest registration and working with Diventa hotel software

- Billing and accommodation payments, issuing invoices
- Communicating with guests and providing information about hotel services and local attractions
- Organizing banquets and special events
- Monitoring the minibar and reporting any technical issues in the rooms

July – September 2022 - Iberostar Slavija Budva

Reception sector training included:

- Efficiently managing guest check-ins and check-outs
- Processing reservations
- Working with Iberostar Group reservation systems
- Processing payments for accommodation and additional services

PERSONAL SKILLS

Mother tongue(s) Montenegrin

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Russian	B2	B2	B2	B2	B2
French	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

COMMUNICATION SKILLS

Excellent communication skills tailored to different target groups, ability to express oneself clearly and professionally in academic and business environments, active listening, and effective communication in teamwork, presentation skills.

ORGANIZATIONAL/MANAGERIAL SKILLS

Strong organizational skills and teamwork in collaborating with professors, students, and administration for efficient lesson delivery, coordination, and planning, ability to prioritize tasks in a dynamic environment, multitasking, and problem-solving skills.

JOB - RELATED SKILLS

Ability to plan and execute multiple tasks simultaneously; experience in providing support, problem-solving, and maintaining effective communication; record-keeping, document preparation, and working with databases; teamwork and collaboration with colleagues for efficient operations; flexibility and quick adaptation to new situations and work environments; experience with reception management software, document management, and academic platforms; ability to respond quickly in dynamic situations.

DIGITAL SKILLS

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint); experience working with hotel reservation systems (Prestige Front Office, ProSoft, Prestige Back Office, Intranet Iberostar PiNV2).

Driving licence

B category

Honours and awards

- Scholarship from the Municipality of Tuzi for outstanding academic performance in undergraduate studies (2021, 2022, 2023)
- Scholarship from the Ministry of Education, Science, and Innovation for 2024/2025 (for a GPA of 9.97 and success index of 10.00)