



## LJILJANA STAJIC

### Personal Details:

**Address:**

Bulevar Kralja Petra I 36, Novi Sad,  
Serbia

**Phone:**

+381 62 412 600 / +34 696 47 47 48

**E-mail:**

[ljiljanastajicns21@gmail.com](mailto:ljiljanastajicns21@gmail.com)

**Date of Birth:**

21/07/1968

**Nationality:**

Serbian / EU Spanish Permanent  
Residence - Work Permit

**Driver's Licence:**

**B Category** (Serbian since 1986,  
Spanish since 2002)

**Member:**

**UTVNS** - Association of Travel  
Guides of Novi Sad  
**ELTA** – English Language  
Teachers' Association, Serbia

### Languages:

**Serbian** – mother tongue

**Catalan** - basic (B1)

**English** – fluent (C2)

**French** - basic (B1)

**Spanish** – fluent (C2)

### Achievements:

- **BA in English Philology and Literature** 1991/1992  
**French - Second Language**
- **Licenced Travel Guide, Novi Sad & Vojvodina**, since 1987  
by the Secretary of Tourism of Yugoslavia - Chamber of Commerce of Serbia, Novi Sad, Serbia
- **Licenced Travel Guide for Circuits**, since 1988  
by Yugoslav Travel Agency Association
- **Spanish Language Translator & Interpreter**, since 2012

Certificate by Instituto Cervantes, Belgrade, Serbia since 2012

- **Spanish Language Teacher for DELE exams,**

Certificate by Instituto Cervantes, Belgrade, Serbia

- **Translated the Novel** (from English into Serbian) 2008  
“*Nefertiti the Queen of Egypt, Daughter of Eternity*” by Michelle Moran, Beoletra / Beoknjiga 2005

- **Translated** (from Spanish into Serbian) 2021  
“*Los Caprichos de Goya*” Francisco de Goya (1746-1828), **Grafics Exhibition Guide Book** supported by the City of Novi Sad, the City Administration for Culture in cooperation with Instituto Cervantes.

- **Writer of Articles in Culture and Tourism** for newspaper **DNEVNIK - Vojvodina Press,** Novi Sad, Serbia

### Work Experience:

**Teacher, Translator, Tourist guide - Freelancer, Serbia** (Spanish, English, Serbian language) June 2020 - present

Mar 2017 - Oct 2019

**Jet2holidays and Jet2.com Resort Representative / Overseas Operations Team,** Costa Barcelona and Costa Brava, Spain

- Responsible for delivering trustworthy service to the customers, maintaining and creating excellent business relationship with customers and suppliers, resolution of incidents,

checking health & safety procedures and quality & branding standards, completing risk assessments, collaboration with other Company Departments, Barcelona and Girona Airport as well as National and Local Institutions.

Feb 2015 - Mar 2017

- **A Great Deal Friendlier Award for Outstanding Customer Service, 2019**
- **100% Mystery Shopper Award (3 years in a row)**

**Translator and Travel guide, Catalonia & Spain, Freelancer**  
(Spanish, English and Serbian language)

**POLYGLOT Center  
Language School,**

Jan 2005 - Feb 2015

Novi Sad, Serbia

**Founder, General Manager,  
Leading Teacher**

- Responsible for English and Spanish language training (all levels including wide range business courses and courses for students with special needs), preparing candidates for Cambridge and DELE exams, course management, marketing & branding, HR & professional coaching, collaboration with national and international institutions, organizing educational events and educational trips to Spain.

**AVIS Rent a Car, Maresme and Costa Brava, Spain**

July 2003 - Dec 2004

**Office and Rental Administrator**

- Responsible for contact with clients, office administration and car rental contracts

**CL TRAINING Corporate  
Language Training,**

Jan 2003 - Dec 2004

Barcelona, Spain

**English Language Teacher**

- Responsible for English language training, tutoring and consulting in corporate business communication for INDITEX Group (Massimo Dutti, Zara, Oysho). Group and

individual classes for managers

**INLINGUA Language School,** Nov 1999 - July  
Blanes, Spain 2003

**English and Spanish Language  
Teacher / Translator**

- Responsible for English and Spanish language teaching at school and in company Business English training for professionals across a wide range of industries, preparing candidates for Cambridge and DELE exams, translation

**OLIMPIA Rent a Car,** Lloret de June - Nov 1999  
Mar, Spain

**Office and Rental Administrator**

- Responsible for contact with clients, office administration and car rental contracts

**NOVOSADSKA BANKA A.D.,** Nov 1998 - June  
Novi Sad, Serbia 1999

**Translator and Interpreter**

- Responsible for international banking correspondence, banking documents translation, business meeting / conference interpreter

**University of Novi Sad,** Oct 1996 – Nov  
**Faculty of Technology,** 1998  
**Center for Cereal**

**Technology, Novi Sad, Serbia  
Publishing Department Manager,  
Lead Translator**

- Responsible for all pre-publishing tasks, translation and supervision of the monthly bilingual Center Scientific Magazine "Cereal & Bread" as well as all other Company publications, contact with national and international partner institutions, media and sponsors, cooperated in organizing seminars, conferences, congresses

**CAMELOT Language school,** Novi Sep 1993 – Nov  
Sad, Yugoslavia 1998

**Spanish and English Language  
Teacher**

**LANGUAGE CLUB Language** Oct 1992 – Sept

<b>school</b> , Barcelona, Spain <b>English Language Teacher</b>	1993
<b>ATLAS Travel Agency</b> , Dubrovnik, Yugoslavia <b>Travel guide</b>	June – Oct 1988 - 1990
<ul style="list-style-type: none"> <li>• Responsible for travel circuits in Yugoslavia for English and Spanish speaking tourists and travel circuits (Spain, France, Italy and Portugal) for Yugoslavian tourists</li> </ul>	
<b>RADNICKI, State Language Institute</b> , <b>Spanish / English Language Teacher</b> , Novi Sad, Yugoslavia	June 1987 - June 1988
<b>INFANT International Alternative Theater Festival</b> , <b>Interpreter and Translator</b> , Novi Sad, Yugoslavia	1997
<b>The Olympic Games, Barcelona, Spain</b> <b>Interpreter and Translator</b>	1992
<b>The 29th Chess Olympiad</b> , <b>Interpreter and Translator</b> , Novi Sad, Yugoslavia	1990
<b>European Basketball Junior Championship</b> , <b>Coordinator within the Organizing Committee</b> , <b>Interpreter and Translator</b> , Novi Sad, Yugoslavia	1988
<b>STERIJINO POZORJE, International Theater Festival</b> , <b>Interpreter and Translator</b> , Novi Sad, Yugoslavia	1986, 1987
<b>International Tourism, Hunting, Sports Fair</b> , <b>Interpreter and Translator</b> , Novi Sad, Yugoslavia	1984 - 1989
<b>International Agricultural Fair</b> ,	1984 - 1989

**Interpreter and Translator, Novi Sad, Yugoslavia**

**Education:**

**University of Novi Sad, Faculty of Philosophy,** 1986 – 1991/92

Novi Sad, Yugoslavia

**BA in English Philology and English Literature**

**(French – Second language)**

**Highschool - Karlovačka**

**Gimnazija,**

1983 - 1986

Sremski Karlovci, Yugoslavia

**Graduated in**

**English Language and**

**International Business**

**Correspondence**

**(French – Second language)**

**Lomas Highschool, Mexico**

D.F., Mexico

1981 -  
1983

Bilingual Education (English and Spanish)

**(Completed two school years in one calendar year)**

**Skills:**

Complex Problem Solving and Decision Making  
Good Command of MS Office, Internet Literacy  
Project Management

Good Command of MS Office  
Internet Literacy  
Multilingual and Multitasking  
Complex Problem Solving  
Strong Decision Making  
Coaching and Mentoring  
Project Management and Event Planning  
Effective Time Management,

and Event  
Planning  
Multilingual  
and  
Multitasking  
Relationship  
Building and  
Interpersonal  
Communication  
Coordination  
and Quality  
Control of  
Content  
Translation  
Effective Time  
Management  
Excellent  
Customer  
Service  
Adaptability  
and Teamwork  
Fast Learner  
and Creative  
Mindset

Punctuality  
Motivational  
Interpersonal  
Communication  
Relationship Building  
and Teamwork  
Adaptability and  
Flexibility  
Good Listener and  
Analytical thinking  
Empathy and  
Assertiveness  
Risk and Safety  
Awareness  
Excellent Customer  
Service  
Work Ethic and Good  
Manners  
Creative Mindset and  
Active Learner

- Reading  
- Writing  
- Travelling  
- Photography  
- Pets  
- Cooking  
- Drawing  
- Gardening  
- Animal  
Protection/Adoption

### **Interests:**

- Reading  
- Writing  
- Travelling  
- Photography  
- Pets  
- Animal  
Protection and  
Adoption