

PERSONAL INFORMATION

SUZANA MARKOVIĆ, PhD, Full Professor



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Google scholar: <https://scholar.google.hr/citations?user=Nvfyqg8AAAAJ&hl=hr>

CROSB: <https://www.bib.irb.hr/pretraqa/?q=markovi%C4%87+suzana&by=author>

WORK EXPERIENCE

Teaching activity at the Faculty of Tourism and Hospitality Management, Opatija

May 2015 -	Full Professor Undergraduate study – Courses: <i>Statistics, Customer Satisfaction Research</i> Graduate Study – Courses: <i>Service Quality Measurement</i> Postgraduate specialist study “Management in tourism and hospitality” – Courses: – <i>Statistical Research Methods in Tourism</i> Postgraduate specialist study “Health Tourism” – Courses: <i>Guest Satisfaction Measurement in Health Tourism</i> Postgraduate doctoral study – Courses: <i>Research Methods and Techniques</i>
January 2010 – May 2015	Associate Professor Undergraduate study – Courses: <i>Statistics, Customer Satisfaction Research, Service Quality Measurement</i> Undergraduate professional study – Courses: <i>Business Statistics, Customer Satisfaction Measurement</i> Postgraduate specialist study “Management in tourism and hospitality” – Courses: – <i>Statistical Research Methods in Tourism</i> Postgraduate specialist study “Health Tourism” – Courses: <i>Guest Satisfaction Measurement in Health Tourism</i> Postgraduate doctoral study – Courses: <i>Research Methods and Techniques</i> ERASMUS program – <i>Customer Satisfaction Research</i>
December 2004 – January 2010	Assistant Professor Undergraduate study – Courses: <i>Statistics, Customer Satisfaction Research, Service Quality Measurement</i> Undergraduate professional study – Courses: <i>Business Statistics, Customer Satisfaction Measurement</i> Postgraduate specialist study “Management in tourism and hospitality” – Courses: – <i>Statistical Research Methods in Tourism</i>
March 2003 – December 2004	Senior Assistant Undergraduate study – Courses: <i>Statistics</i> Undergraduate professional study – Courses: <i>Business Statistics</i>

April 1998 – March 2003	Assistant
	Undergraduate study – Courses: <i>Statistics</i> Undergraduate professional study – Courses: <i>Business Statistics</i>
December 1994 – April 1998	Junior Assistant
	Undergraduate study – Courses: <i>Statistics</i> Undergraduate professional study – Courses: <i>Basic Statistics</i>

Teaching activity outside the Faculty of Tourism and Hospitality Management, Opatija

January 2005 – September 2009	Polytechnic of Rijeka
	Business Department – Vocational Study of Computer Science, Vocational Study of Entrepreneurship – Centre in Rijeka, Gospić and Pazin Courses: <i>Probability and Statistics, Statistics for Entrepreneurs</i> Traffic Department – Vocational Study of Road/Rail/Postal traffic – Centre in Rijeka and Ogulin Courses: <i>Statistics in Traffic</i>
October 1998 – September 2001.	Polytechnic of Rijeka
	Hotel Department – Courses: <i>Hotel Statistics</i>
November 2008 – November 2013.	Faculty of Commercial and Business Sciences, Celje, Slovenia
	Master study “Tourism” Courses: <i>Customer Satisfaction Research</i>

April 1993 – December 1994	Travel Agency “Flores” d.o.o. Rovinj – Business office Lovran and Opatija
	Tourism Employee
1984 – 1990	Travel Agency „Kvarner Express“ Opatija - Business Office Mošćenička Draga
	Seasonal Employee

EDUCATION AND TRAINING

1998 - 2003	Doctor of Philosophy – PhD (12/02/2003)
	University of Rijeka Faculty of Tourism and Hospitality Management Opatija Scientific area - social sciences; Field - economics; Scientific sector – Quantitative economics Title: <i>Service Quality Measurement in Hospitality Industry – Attributive Approach</i> Mentor: Ivanka Avelini Holjevac, PhD, Full Professor
1993 - 1998	Master of Science – MSc (23/02/1998)
	University of Rijeka Faculty of Tourism and Hospitality Management Opatija Scientific area - social sciences; Field - economics; Scientific sector – Quantitative economics Title: <i>Statistical analysis of relationship between staff quality and service quality in hotel industry</i> Mentor: Ivanka Avelini Holjevac, PhD, Full Professor
1988 - 1993	Bachelor of Science – BSc (17/05/1993)
	University of Rijeka Faculty of Tourism and Hospitality Management Opatija
1984– 1988	Secretary Translator
	CUO Opatija, study programme - economics

PERSONAL SKILLS

Mother tongue(s) Croatian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
German	C2	C2	B1	B1	B1
Italian	C2	C2	C2	C2	C2
English	B2	B2	A2	A2	B2

Communication skills

- Well-developed skills in prioritizing, organization, decision making, time management and verbal/written communication skills

Organisational / managerial skills

- Excellent personal motivation with ability to build and work collaboratively in a team concept environment and independently
- Focused, versatile, dependable, multi-task oriented, flexible, positive
- Lead others in high-demand situations
- Coaching
- Delegating tasks or responsibilities
- Evaluating program, projects or events
- Supervising people or processes
- Creating new ideas, new ways of doing things
- Excellent interpersonal and analytical skills
- Organized, goals and people oriented

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Independent user	Independent user

Driving licence B category