



Natali Suštar

Date of birth: 24/12/1986 | **Nationality:** Croatian | **Gender:** Female | (+385) 051294196 | natalis@fthm.hr |

Klana 95, 51217, Klana, Croatia

● WORK EXPERIENCE

07/11/2017 – CURRENT – Opatija, Croatia

ASSISTANT – UNIVERSITY OF RIJEKA, FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

Department of National and International Economics

Course associate:

International finance
Investment management in hospitality industry
International capital movements

English courses:

International Finance
Investment management in hospitality industry

Opatija, Croatia

18/01/2014 – 22/08/2017 – Opatija, Croatia

MANAGER OF REGULAR MAINTENANCE OF RESIDENTIAL BUILDINGS – VERUS VISIO GIU

- organizing regular maintenance of common parts and devices of a residential building
- cost control, preparation of all documentation required for the job, cost analysis, contracts
- coordination of employees
- monitoring and supervision
- submission of work reports to representatives of buildings
- preparation of quarterly and annual reports
- billing note
- reconciliation of balance sheets, ie balance sheets, and bank statements
- preparation of cost estimates for the rehabilitation of individual parts of a residential building
- control of income and expenditure
- other administrative and financial affairs

Zagreb, Croatia

01/07/2012 – 30/09/2013 – Ičići, Croatia

ACCOUNTANT – PERČIĆ D.O.O.

- carrying out accounting and bookkeeping tasks,
- customer and supplier accounts (management of URA and IRA books),
- cash transactions,
- payroll,
- VAT calculation,
- bookkeeping of the main book,
- production of business reports,
- preparation of quarterly,
- semiannual and annual statutory reports,
- administrative and financial affairs

Ičići, Croatia

01/03/2011 – 27/01/2012 – Opatija, Croatia
MOTOR VEHICLE AGENT – ALLIANZ ZAGREB D.D., PODRUŽNICA RIJEKA

- market analysis,
- management of collaborative development process,
- sales process management,
- planning of sales activities,
- planning of realization and control of business goals,
- motor market insurance sales.

Rijeka, Croatia

01/06/2008 – 30/09/2008 – Croatia
EXPERT REFERENT - INFORMANT - RECEPCIONIST – PUBLIC INSTITUTION "NATURE PARK UČKA"

- reception, information and visitor records,
- providing the necessary information to the visitors of the Učka Nature Park,
- keeping records and selling souvenirs of PP Učka in the info point on Poklon,
- keeping the cash register and other necessary records and reports,
- specification of money and surrender of the daily expense.

Liganj, Lovran, Croatia

● EDUCATION AND TRAINING

01/06/2010 – 01/07/2010 – Škurinje, Rijeka, Croatia
TECHNICAL REVIEW AND REGISTRATION REFERENCE LICENSE – Auto-Hrvatska (Vehicle Inspection Station)

01/10/2009 – 30/06/2010 – Ika, Opatija, Croatia
MAG.OEC. – University of Rijeka, Faculty of Tourism and Hospitality Management

diplomski studij

15/09/2005 – 30/06/2009 – Ika, Opatija, Croatia
BACCALAUREUS – University of Rijeka, Faculty of Tourism and Hospitality Management

preddiplomski sveučilišni studij

15/09/2001 – 30/06/2005 – Rijeka, Croatia
ECONOMIST – Economic School "Mijo Mirković"

srednja stručna sprema

● LANGUAGE SKILLS

Mother tongue(s): CROATIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Internet | MS Office (Word Excel PowerPoint) | Komunikacijski programi (Skype Zoom TeamViewer) | Windows | Rad na raunalu

● **PROJECTS**

2018 – CURRENT

"Benchmarking in the Croatian hospitality industry" University of Rijeka, Faculty of Tourism and Hospitality Management

● **HONOURS AND AWARDS**

2010

Dean's Award winner as a successful student of the V. year of study, academic year 2009./2010. – University of Rijeka, Faculty of Tourism and Hospitality Management

2009

Dean's Award winner as a successful student of the IV. year of study, academic year 2008./2009. – University of Rijeka, Faculty of Tourism and Hospitality Management

2008

Dean's Award winner as a successful student of the III. year of study, academic year 2007./2008. – University of Rijeka, Faculty of Tourism and Hospitality Management

● **ORGANISATIONAL SKILLS**

sense of organization due to experience in providing instruction in the course of decision-making theory, business performance management, and cost management

experience in project management

experience in strategic management of sales and realization planning

● **EDUCATION**

Education and training

12/08/2020 - Challenges and different approaches to the preparation of doctoral dissertations at the University of Rijeka, University of Rijeka

07/10/2020 - Publishing in Top SSCI Journals and Get Recognition For Your Research, Emerald Publishing, prof.dr.sc. Dimitrios Buhalis

18.-19/09/2020 - Designing and doing your research: PRIMARY RESEARCH DESIGN, FMTU, prof. dr.sc Peter Mason
May 2019 - Ph.D. Workshop: "KEY PARADIGM SCHOOLS IN TOURISM STUDIES AND HOW TO REACH DIVERSE PUBLIC WITH RESEARCH WORK", prof.dr.sc. Irena Ateljević, Faculty of Management in Tourism and Hospitality, Opatija

April 2019 - Workshop: "Tools for evaluating and achieving visibility of scientific work", University Library of Rijeka

May 2018 - Ph.D. Workshop: "Planning for Sustainable Tourism: concepts, policy, implementation", Prof. Larry Dwyer, Ph.D., Faculty of Management in Tourism and Hospitality, Opatija

April 2018 - Workshop: "Web of Science and InCites, the value of seamless integration" University Library of Rijeka

February 2018 - Computer workshop: "Introduction to panel econometrics", prof.dr.sc. Josip Tica, Faculty of Management in Tourism and Hospitality, Opatija

January, February 2018 - Ph.D. Workshop: "Statistics in Scientific Research" Faculty of Management in Tourism and Hospitality, Opatija

● PUBLICATION

Publication

Ažić, M. L., & Suštar, N. (2021). Loyalty to holiday style: motivational determinants. *Tourism Review*.

Laškarin Ažić, M., Dlačić, J., & Suštar, N. (2020). Loyalty trends and issues in tourism research. *Tourism and hospitality management*, 26(1), 133-155.

Suštar, N., & Ažić, M. L. (2020). Measuring Tourism Seasonality Across Selected Mediterranean Countries. *KnE Social Sciences*, 216-229.

Suštar, N., Cvelić Bonifačić, J., & Sandra, J. (2019). Revenue Management in Camps: Business Comparison 2017-2019. *Ugos titeljstvo i turizam: Stručna revija za turizam*.

Suštar, N., & Mujačević, E. (2018). ANALYSIS OF THE GLOBAL COMPETITIVENESS INDEX OF THE EUROPEAN UNION AND THE REPUBLIC OF CROATIA. *Journal of Business Paradigms*, 3(2), 4-41.