



Emina Bakalovic

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PERSONAL PROFILE STATEMENT: An enthusiastic, committed and reliable professional with English language background and a proven record of providing quality translation and interpreting projects focusing on customers' satisfaction. Also experienced in providing motivation and positive learning experiences, building and maintaining effective communication and team work within multicultural teams, and focusing on providing quality entertainment and educational activities for children and teens in a fun and safe environment.

CORE SKILLS:

- ☐ Customer Service experience
- ☐ Translation and interpreting experience
- ☐ Profound problem solving and conflict resolution abilities
- ☐ Extensive communication, motivational and organizational skills
- ☐ Able to work flexible hours
- ☐ Trained in CPR and First Aid
- ☐ Special Needs Certified

ACHIEVEMENTS:

- ☐ Proposed and successfully implemented changes in operation of Carnival Youth Programs in Australia (new market)
- ☐ Successfully trained and promoted six Youth Staff to Assistant Youth Director and mentored four new Youth Directors
- ☐ *Team Leader of the Month* three times in three different management teams
- ☐ Voted *Hotel Director Most Valuable Person* at the 2016 Carnival Cruise Line Youth Leadership Conference

EMPLOYMENT:

May 2013 – Present full time (contract)

Youth Director, Carnival Cruise Line, Miami, Florida

- ☐ Overall supervision of all Youth Programs (Children and Teens, partnership programs and family activities), managing program budget, ordering and tracking inventory of supplies, reporting any maintenance needs in the youth facilities
- ☐ Developing and managing staff schedule, conducting staff meetings, leading team building activities, training, supervising, motivating and evaluating all Youth Staff (Camp Staff, Teen Leaders and Animators), coaching and developing talent and training future Youth Directors and Assistant Youth Directors, interviewing new candidates for Youth Staff position
- ☐ Creating and implementing youth activity schedules, monitoring guest satisfaction and driving higher satisfaction for youth initiatives
- ☐ Ensuring implementation of the company's policies and procedures and compliance with all Public Health, Environmental, Safety and Security procedures

December 2007 – Present – Part-time

Freelance Translator/Interpreter at Proz (<https://www.proz.com/profile/728239>) and Translatorscafe (<https://www.translatorscafe.com/cafe/member63343.htm>)

- ☐ Freelance translation, interpreting, proofreading, quality check and subtitling projects

May 2010 – May 2013

Assistant Youth Director, Carnival Cruise Line, Miami, Florida

- Responsible for assisting the Youth Director in the overall operation of the Youth Programs, supporting all core Youth Director functions based on Youth Director request, ensuring that all guidelines, policies and procedures are adhered to

December 2008 – December 2012 – Part-time

Licensed Court Translator/Interpreter for Brcko District area, Bosnia and Herzegovina

- Document translation and interpreting projects

December 2007 – May 2010, full time (contract)

Youth Staff, Carnival Cruise Lines, Miami, Florida

- Providing safe, fun filled and age appropriate activities for children and teens following the Youth Programs policies and procedures
- Implementing and participating in all the scheduled Youth Activities, partnerships (Build-A-Bear, Hasbro, Dr. Seuss “Seuss at Sea”) and family activities

May 2004 – May 2012, part-time/volunteer

Project Leader, Bosnian Child Foundation, Nuenen, the Netherlands later Out of Area.

- Organizing projects, visits and activities in different child care centers, centers for children with special needs and orphanages across Bosnia and Herzegovina
- Organizing and participating in “Igre bez Granica” – a summer party for children in different parts of Bosnia every year
- Organizing holidays in the Netherlands for Bosnian children

September 2004 – December 2007, part-time

Translator/Interpreter for Mrs. Hanka Kikanovic, Microbiologist, Central Hospital, Tuzla, Bosnia and Herzegovina

- Interpreting presentations and translating several books and magazines on Microbiology

January 2002 – June 2003

Au-pair, Hinchliff-Walz Family, Bath, United Kingdom;

- Taking care of three children aged 4, 6 and 10

September 1999 – January 2002

Volunteer for Association 'Osmijeh', Gračanica, Bosnia and Herzegovina

- Tutoring children in English
- Working with children with special needs

EDUCATION AND TRAINING:

June 2020

TEFL/TESOL Certificate

International Open Academy, Online

March 2020

Special Needs Certificate

International Board of Credentialing and Continuing Education Standards

September 2003 – November 2007

Bachelor's Degree in English Language and Literature (Honors)

University of Tuzla, Tuzla, Bosnia and Herzegovina,

January 2002 – June 2003

Cambridge Certificate in Advanced English, June 2003; (Grade A)

City of Bath College, Avon Street, Bath BA1 1UP, United Kingdom,

September 1995 – May 1999

Nursing

Medical School, Tuzla, Bosnia and Herzegovina

OTHER SKILLS AND CERTIFICATES:

Languages – Bosnian (native); Croatian/Serbian (advanced–first language); English (advanced, Second Language); Spanish (conversant), German (Beginner)

Computers – Microsoft Office (Word, PowerPoint, Excel), Outlook, Web and Social Media

Certificates:

Management: Manager as a Leader, Delegation, Coaching, Leading Teams, Ethical Leader, Leading the Brand, Managing Performance (from Carnival Cruise Line Human Resources); Discovering management and Introduction to bookkeeping and accounting (Open Learn Statement of participation);

Digital Skills: Social Media (Online from Accenture, Future Learn),

REFERENCES AVAILABLE UPON REQUEST