

PERSONAL INFORMATION **Mihaela Lacko**

WORK EXPERIENCE

November 2021– present

Ministry of Science and
Education, Republic of Croatia
Sapienza universita di Roma,
Italy
Lecturer of Croatian language

May 2021 – October 2021

Public Open University Zagreb, Croatia
Croatian language teacher (for native speakers and foreigners)

June 2021, September 2021

National Center for External Evaluation, Croatia
Conducting State matura exams

December 2015 – October 2021

Berlitz Zagreb, international language school,
Croatia
Croatian language instructor for foreigners,
proofreader, translator from English to
Croatian,
creator and editor of teaching materials.

April 2013 – October 2019

Globus travel Services, Lugano, Switzerland
Senior Quality Tour manager, instructor
for new employees (specialized for
Croatia, Switzerland and the Alps)
Organizing international tours and
accompany groups. Communicate a
range of information on itineraries,
destinations and culture talk on local
area, history and culture.
Make sure all travel arrangements run
according to plan and that
accommodation, meals and service are
satisfactory. Training new employees.
Promoting Croatian culture and
language.

January – June 2018

Digital platform 24sata, Zagreb, Croatia
Proofreading at project Hrvatske turističke zajednice
Zagreb 365 i ZagrebCrafts Obrtničke komore.

November 2003 – April 2013

Hypo Alpe-Adria-Bank d.d., Zagreb, Croatia

Assisting executive director in all daily activities. Personal banker. Bank loans processing. Proofreading of bank procedures. Organize and schedule meetings, conferences and appointments. Assist in the preparation of regularly scheduled reports. Book travel arrangements. Provide general support to visitors. Research and creating presentations. Prepare and monitor invoices. Carry out administrative duties such as taking accurate minutes of meetings, translation etc.

EDUCATION AND TRAINING

October 2010

University of Zagreb, Faculty of Philosophy, Croatia

June 1998

Croatian and Russian Language and Literature, teaching degree

December 2015

Secondary

April 2013

by

Commercial

2013 - 2019

I School,

Varazdin,

Croatia

Berlitz

language

center

Zagreb,

Croatia

Berlitz method language instructor

Globus travel services, Lugano, Switzerland

Tour manager for Croatia, Switzerland and the Alps

When working as a Tour manager I regularly attended numerous seminars about communication, psychology, client's safety and managing crisis situation held by Clarity Stress & Trauma Ltd, United Kingdom.

VOLUNTEERING

Pilgrims of Love, Catholic missionaries, Bogota, Colombia
Croatian language instructor

ADDITIONAL INFORMATION

Proofreading and translating books from English to Croatian language
Translation of the books „The Warning“, „Winning the battle for your soul“, author Christine Watkins.
Proofreading and editing of the book „Transfigured“, Patricia Sandoval

Mother tongue

Croatian

Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
	English	C1	C1	C1	
Russian	C1	C1	C1	B2	C1
German	A2	A2	A2	A2	A2
Italian	A1	A1	A1	A1	A1

Levels: A1/2: Basic - B1/B2: Intermediate - C1/C2
Advanced Common European Framework of Reference for Languages

Communication skills

Special love for teaching and communicating, sharing the knowledge. I enjoy to collaborate with students, colleagues, supervisors. People are my greatest motivation for everything and I am honoured to work with them.

Organizational/managing skills

Excellent organizational and presenting skills developed during the period working as a Tour manager.
Stress resistant personality, creativity, persistence and exceptional motivation and dedication.

Digital skills

Self-assessment grid

Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Basic user	Basic user

Levels: Basic user - Independent user - Proficient user
[Digital skills - self-assessment grid](#)

Driving licence

B category