



DAMJAN KISIC

GENERAL MANAGER



Serbia, Belgrade, 11000



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ABOUT ME

Results-driven and highly communicative professional with a strong track record of responsibility, adaptability, and teamwork across all organizational levels. Adept at thriving in dynamic environments, demonstrating resourcefulness, and fostering collaboration to drive innovation and progress. Passionate about continuous learning and knowledge-sharing, with a proactive approach to challenges and professional growth. Committed to excellence, strategic problem-solving, and delivering impactful contributions to evolving business landscapes.

Date of birth: 15.11.1992.

WEBSITES/SOCIAL

LinkedIn:

<https://rs.linkedin.com/in/damjan-kisic-aa1979223>

Website:

<https://aftertaste.rs/>

LANGUAGES

ENGLISH

SERBIAN

SPANISH

WORK EXPERIENCE

WINERY "GORA"

Nov 2024 -

General manager

- * Oversee the overall daily operations of the winery with restaurants and hotel, including wine production and sells, hospitality services, and retail
- * Develop and implement strategic business plans to drive growth, profitability, and brand recognition
- * Ensure seamless coordination between the winery, hotel, restaurants, and retail shop for a unique guest experience
- * Manage and develop financial planning, budgeting, and cost control across all departments
- * Lead and mentor department heads, fostering a high-performance culture and operational efficiency
- * Maintain compliance with industry regulations, safety standards, and sustainability initiatives
- * Establish and maintain partnerships with vendors and distributors
- * Oversee marketing and sales strategies to enhance brand visibility and customer engagement
- * Ensure high customer service standards, addressing guest feedback and optimizing experiences
- * Report to ownership with regular business performance updates and strategic recommendations
- * Implement high standards of hospitality, luxury service, and personalized guest engagement
- * Develop operational policies to enhance efficiency, staff productivity, and service consistency

CELEBRITY CRUISES

Celebrity Eclipse/Beyond

Dec 2022 - Aug 2023

Mar 2024 - Sep 2024

L&D Beverage Trainer

- * Data analysis (KPI's), revenue and cost reports, CR reports, determining budget targets
- * Preparation of the employee's schedule and assignments based on their skills, as well as preparation of daily duties and upcoming events, follow up with daily goals
- * The implementation of new events and providing support for achieving company targets
- * Employee performance reviews, designing and developing training programs and materials
- * Providing the necessary ongoing training, workshops and seminars, developing onboarding programs for new hires and ensures they receive necessary training to effectively integrate into their roles as well as enhancing employee's engagement in accordance with Forbes standard
- * Collaboration with department heads and managers on organizational improvement opportunities
- * Analyzing and following up on guest feedback
- * Determination and monitoring of company SOP on the spot and providing required tools for successful execution

COURSES / CERTIFICATE

May 2024	Effective communication & Facilitation skills, Celebrity Cruises, Inc.
Nov 2023	Microsoft Excel Expert, Outliers EDU
Jan 2023	Leadership Bootcamp, Celebrity Cruises, Inc.
May 2022	Getting started as a new leader, Celebrity Cruises, Inc.
Mar 2021	ServSafe Alcohol, National Restaurant Association - USA
Dec 2024	Certified Food Safety HACCP Manager (CFSHM)
Feb 2025	WSET Level 2 Award in Wines

SKILLS

- MS Office (Excel, Word, Power Point)
- Incoterms (international trade regulations)
- AccuBar, InfoGenesis, CrunchTime, SAP
- USPH regulation, HACCP protocol
- Forbes excellent service standard, Michelin Guide Service

DRIVING LICENSE

Driving license category
 Category A - Motorcycles
 Category B - Car

CELEBRITY CRUISES

Celebrity Beyond
 Feb 2022 - Oct 2022

YUGOIMPORT SDPR

Belgrade
 Apr 2020 - Jan 2022
 Nov 2022 - Feb 2024

CELEBRITY CRUISES

Dec 2018 - Mar 2020

FINE DINING RESTAURANT „LADOVINA“ MONTENEGRO

Kotor
 Jun 2017 - Aug 2018

WINE ART - FINE DINING RESTAURANT AND WINERY

Belgrade
 Nov 2016 - Jun 2017

FINE DINING RESTAURANT „FRANS“

Belgrade
 Jun 2011 - Oct 2016

PART-TIME: WINERY "DEURIC"

Serbia
 Apr 2020 - Jan 2022

Assistant Beverage Manager

- * Ensures Safety, Environmental and other company policies and standards are consistently maintained
- * Cost and budget control and planning
- * Performs monthly internal audits and submits results to the FB director
- * Following up with guests' needs and strives to eliminate complaints
- * Ensures all employees following company's policies regarding uniforms, personal appearance and SOP
- * Responsible for the beverage stocks and ensures all ordering is completed on a weekly basis according to business demand, active part in planning sales increase and reduce costs where possible
- * Managing inventory levels to prevent shortages and overstock
- * Ensures that all bar staff follow their work schedules and completing assigned tasks
- * Accountability for USPH, ratings, revenue and crew satisfaction, ensuring the quality and consistency

Junior officer for commercial affairs

- * Negotiating and drafting commercial agreements, contracts, and other legal documents
- * Ensuring that contracts align with the organization's goals and comply with relevant laws and regulations
- * Managing relationships with vendors, suppliers, and external partners
- * Negotiating terms, pricing, and agreements
- * Market research, analysis, and identifying new business opportunities
- * Collaborating with different departments, such as legal, finance, and logistic

Sommelier

Celebrity Infinity
 Celebrity Equinox

Sommelier and Head waiter

Manager and Head waiter

Bartender and Head waiter

Commercial partner

EDUCATION

**BELGRADE
BUSINESS
ACADEMY**

Belgrade
2015 - 2016

Associate of Applied Science

Specialist Applied Studies for Accounting, Control and Audit

**BELGRADE
BUSINESS
ACADEMY**

Belgrade
2012 - 2015

Bachelor

Basic Applied Studie for Finance, Accounting and Banking

**BELGRADE HIGH
SCHOOL OF
TOURISM AND
HOSPITALITY**

Belgrade
2014 - 2015

High school degree

**BELGRADE HIGH
SCHOOL OF
ECONOMIC
BUSINESS**

Belgrade
2008 - 2012

High school degree