




PERSONAL INFORMATION

 University of Dubrovnik
 Department of Economics and Business
 Lapadska obala 7, 20000 Dubrovnik (Croatia)
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WORK EXPERIENCE

- Sep 1995–May 1996 Secondary education teaching professional
Secondary School Dubrovnik, Dubrovnik (Croatia)
- Lecturer in a frame of the economic group of courses, such as: Tourism Marketing, The Organisational Structure and Operations in Hotel Companies, and Politics and Economics
- May 1998–Present
- Department of Economics and Business Economics, University of Dubrovnik
- Since 1998 employed at Department of Economics and Business Economics at University of Dubrovnik (University of Split - Faculty of Tourism and Foreign Trade)
 - First as an Assistant, Senior Assistant , Assistant Professor and now as Associate Professor
 - Actively involved in activities and teaching courses in English for Incoming Erasmus students
 - Teaching courses:
 - Undergraduate level of Department of Economics and Business - Tourism Marketing, Basics of Marketing, Management of Travel Agencies, Distribution Channels in Management of Hotel Companies, Marketing in Hospitality and Hotel Industry
 - Graduate level of Department of Economics and Business - Marketing Management, Management of Tour Operators, Event Management, Digitalization of Intermediaries, Specialization in Hospitality
 - 2020 - at the undergraduate level of Department of Conservation and restoration - Economics of Culture▪

EDUCATION AND TRAINING

- 1990–1995 Graduate at Faculty of Tourism and Foreign Trade
- 1995–2000 Postgraduate: Master's Degree in Economics, M.Sc. Scientific Studies of Management
University of Split, Dubrovnik (Croatia)
- 2008–2012 PhD in Social Sciences, in the field of Economics - Trade and Tourism at Faculty of Economics and Business
University of Zagreb, Zagreb (Croatia)
- 2012 – 2014 PhD., Senior Assistant
- 2014 - 2020 PhD., Assistant Professor
- PhD., Associate Professor

Professional training:

Seminar "Methodological standards for higher education"; collection manager: prof. dr. sc. Zora Zuckerman Itković..

Professional workshop "Preparation and implementation of projects funded by EU funds" - February 2015

Professional workshops Planning in tourism - destination strategies and pre-investment studies - 6 to 7 December 2018 Institute of Tourism, Zagreb

Professional workshop "Creativity and virtual business in culture" within the project "Rural, educational cultural and ethnographic tourist attraction" - April 2019.

Professional workshops:**Organisation**

The role and value of cultural, historical and natural resources in the development of special forms of tourism
EU project Rural educational, cultural and ethnographic tourist attraction, DUNEA and partner institution
University of Dubrovnik

Panel "From EU policy to local level in urban planning" within the European project "EUPLETT" funded by the project "Europe for Citizens" - an example of good practice in the reconstruction of historic cities. Project partners Falkenberg (Sweden), Shouwen-Duiveland (Netherlands), Koege (Denmark), Ballymena (Northern Ireland) Duiveland. Dubrovnik 19 - 22 May 2014 DURA d.o.o., City of Dubrovnik, Ministry of Culture of the Republic of Croatia.

Panel discussion "Identity of the city" within the event "Days of cultural / creative industries .Dubrovnik", November 3-5. 2014. DURA d.o.o., City of Dubrovnik, Ministry of Culture of the Republic of Croatia. University of Split, Dubrovnik (Croatia)

ADDITIONAL INFORMATION**Memberships**

- 2014 – present: President of the Commission for internal quality assurance and quality improvement on the Department of Economics and Business of the University of Dubrovnik
- Member of Economic Forum of AAIR (American Association of International Researchers) within American Research Institute for Development Policy (ARIPD) <http://aripd.org/aariforum/index/economics/21>
- Member of CROMAR Marketing Association
- 2019 - Member of the Board of Directors of MOMAD

The Editorial Boards

- Member of an organising committee and reviewer within the scientific conference SINCERE 2016, Smart ideas and a new concept of economic regeneration in Europe– Sincere“, Dubrovnik 28. rujna do 1. listopada 2016., Dubrovnik, University of Dubrovnik
- Member of an organising committee and reviewer within the scientific conference CROMAR 2017, Dubrovnik, University of Dubrovnik
- Member of an organising committee and reviewer within the scientific conference SINCERE 2016, Smart ideas and a new concept of economic regeneration in Europe– Sincere“, Dubrovnik Sincere“, 25. - 27. listopada 2018.
- CROMAR 25th Congress Marketing as a Pillar of Success , Competitiveness, Co-creation and Collaboration u organizaciji Sveučilišta u Dubrovniku, a održala se u Dubrovniku od 8 – 10 lipnja 2017.

- Member of the editorial board of the Journal of Small Business and Entrepreneurship Development
 - American Research Institute for Development Policy, New York, USA, June 2013 Journal of Small Business and Entrepreneurship Development
 - Editor-in-Chief: Dr. Keith D. Harris, Kansas State University, USA.
 - ISSN: 2333-6374 (Print Version)
 - ISSN: 2333-6382 (Electronic Version)
 - http://aripd.org/jsbed/#j_info
- Member of the editorial board of journal WSEAS Transactions of Business and Economics,
- Member of the editorial board of journal American Journal of Theoretical and Applied Business, SPC. .
- Member of the editorial board and the reviewer of scientific conferences (EUMMAS 2014), International Conference on Marketing, Management and Economics Conference, held 29th to 31st August 2014, Sarajevo, Bosnia and Herzegovina <http://conference.eummas.org>
- **Reviewer** - Proceedings of the 1st Dubrovnik International Economic Meeting, DIEM 2013," University of Dubrovnik, Department of Economics and Business Economics, Dubrovnik, International Scientific Conference on Innovative Approaches to the Contemporary Economic Problems "
- Reviewer specijalnog izdanja WSEAS *Transactions on Development and Environment - Development and Survival of Companies in Conditions of Dynamic Changes and Environmental Uncertainties.*
- Reviewer - FESBM 2020 Conference
 - Reviewer - Economic Thought and Practice
 - Reviewer - Business Excellence
 - Proceedings of the University of Dubrovnik (1849 - 630X)
 - Wseas Transactions on Communication

Projects **Demand market research for the needs of making studies of sustainable development of Dubrovnik - characteristics of tourists, excursionists and visitors from cruise ships - consumption and satisfaction with the quality of the offer of the city of Dubrovnik**

Source of funding: City of Dubrovnik

Duration: 2014 - 2015

Institution coordinator: University of Dubrovnik

Tourism development strategy and provisions in cruising tourism in the area of the city of Dubrovnik (Phase I),

Source of funding: City of Dubrovnik

Duration: 2015 - 2016

Institution coordinator: University of Dubrovnik

Project of the Ministry of regional development and EU funds:

Rural Educational, Cultural and Ethnographic Tourist Attractions

Institution: University of Dubrovnik

Partner: DUNEA

Development Strategy of the County of Dubrovnik-Neretva

Faculty of Tourism and Foreign Trade Dubrovnik

Ministry of Science and Education of the Republic of Croatia

Croatia on the European tourist market in the conditions of globalisation,

Social Sciences (Economy and demography), 2002 – 2005

The Ministry of Education and Sports

Project Number: 0275 033
Institution: University of Dubrovnik

Statistical Modelling for Response to Crisis and Economic Growth in Western Balkan Countries, Croatian Science Foundation
Project: Social Sciences no. 9402
Type: Research Projects
Institution: University of Zagreb, Faculty of Economics in Zagreb

The impact of structural changes in tourist demand in terms of mass tourism - the necessity of specialization of the subjects of tourist offer in the destination

Source of funding: Project funded by research support from the University of Dubrovnik in the field of social sciences, humanities and arts
Institution responsible for the project: University of Dubrovnik
Project duration: 2014 - 2016

Chapters in Books

- Biočina Lobaš** (Mihajlović), I. (1999). Vision and strategy development of hotel in Dubrovnik-Neretva County, chapter in Croatian tourism on the threshold of XXI century / Tourism in Croatia on the Threshold of the 21st century, Institute for Agriculture and Tourism, Poreč, Croatia, ISBN 953-970504-5, p. 54-64.
- Biočina Lobaš** (Mihajlović), I. (2002). Research and analysis of hotel industry in the area of Dubrovnik - Neretva County, In book Development Strategy Dubrovnik-Neretva County., Džubur, H et al. Eds., Faculty of Tourism and Foreign Trade, Dubrovnik, ISBN 953-96606-2-9, p. 152-163.
- Biočina Lobaš** (Mihajlović), I. (2003). The importance of the vision within management- processes in the company on the threshold of the 21st century, Benić.Đ. (Eds.), Proceedings of the Faculty of Tourism and Foreign Trade Dubrovnik, ISBN 953-96606-3-7., P. 127-134.
- Biočina Lobaš** (Mihajlović), I. (2004). Impact of Globalization on the tourist market in the development of mediation, Benić.Đ. (Eds.), Proceedings of the Faculty of Tourism and Foreign Trade Dubrovnik, ISBN 953-96606-5-3., P. 129-156.
- Pavlic, I. **Mihajlović, I.**, Portolan, A. Puh, B. (2015). Market demand for the purposes of the study of sustainable development of Dubrovnik: Characteristics of tourists, sightseers and visitors from the cruise ships - consumption and satisfaction accordingly the quality offer of the city of Dubrovnik, University of Dubrovnik, Department of Economics and Business Economics, University of Dubrovnik
- Vrtiprah, V., Ban, I., Pavlic, I., Vrdoljak Raguz I, **Mihajlović, I.**, Portolan, A, Puh, B. Racic, M. (2016). Tourism Development Strategy and provisions of cruise tourism in the city of Dubrovnik (Phase I), Department of Economics and poslvnu economics, University of Dubrovnik

Publications

Articles

- Biočina Lobaš** (now: Mihajlović), I. (2000). Sustav upravljanja potpunom kvalitetom u hotelskom poduzeću *Ekonomika misao i praksa*, Vol. 9., No. 2., ISSN 1330–1039, str. 191–202.
- Mihajlović, I.**, (2012). Definiranje pretpostavki razvoja turizma i terminološka distinkcija ključnih pojmova u kontekstu društveno – ekonomskih promjena, *Univerzitetska hronika*, No. 7., časopis Univerziteta u Travniku, Travnik, BiH, ISSN 1840 – 3999, str. 45 – 56.
- Mihajlović, I.**, Krželj-Čolović, Z., (2012). The Quality of Information and Related Sources of Information as An Assumption for Effective Decision – Making Process for Tourists to Travel in the European Tourism Market, *Mediterranean Journal of Social Sciences*, *Mediterranean Center of Social and Educational Research*, *Sapienza University of Rome*, Vol. 3. No.5., ISSN 2039 – 9340, str. 97-103.
- Mihajlović, I.** (2012). The Impact of Information and Communication Technology (Ict) as a Key Factor of Tourism Development on The Role Of Croatian Travel Agencies, *International Journal of Business and Social Science*, *Special Issue Vol.3. No. 24., Centre of Promoting Ideas*, ISSN 2219 – 1933, str. 151 - 159.

Mihajlović, I., (2013). *Preliminary research*, Dinamika utjecaja novih trendova u turizmu primjenom ICT – a i posljedice transformacijskih procesa na poslovanje turističkih agencija, časopis *Poslovna izvrsnost/Business Excellence*, Vol. 7 No. 1., str. 45-73.

Mihajlović, I., (2013). Competitiveness of Travel Agencies in the European Tourism Market, *Chinese Business Review*, Vol.12, No.4., David Publishing Company, ISSN 1537-1506, str. 278 – 286.

Mihajlović, I., (2014). ICT and New Trends in Consumer Behavior – New Experiential Knowledge, Opportunities or Challenges for Intermediaries, *Journal of Marketing Management*, Vol.2. No. 1., American Research Institute for Policy Development, New York, ISSN: 2333-6080 (Print), 2333-6099 (Online); USA, pp. 43 – 64. website: www.aripd.org/jimm

Mihajlović, I. Milić Beran, I., Krželj Čolović, Z. (2014). The Role of Technological Innovations as the Assumption of the Communication Efficiency between Service Providers and Tourists that Making Decisions about Travel, *International Journal of Economics and Statistics*, NAUN Athens, Vol. 2, ISSN 2309-0685; ISSN-L: 2309-0685, str. 257-269.

Mihajlović, I., Krželj-Čolović, Z. (2014). The Impact of Globalisation on the Development of Tourism within Social and Economic Changes, *European Scientific Journal /Special Edition/* August, ISSN (Print) 1857 - 7881 ISSN (Online) 1857 – 7431, str. 108-120.

Mihajlović, I (2014) The Impact of Global Trends at the Level of Macro Environment Dimensions on The Transformation of Travel Intermediaries: Case Of The Republic of Croatia, *WSEAS Transactions on Business and Economics*, Vol. 11., broj. 5707-082 rada, ISSN: 1109-9526, E-ISSN: 2224-2899, str. 663 – 674.

Krželj Čolović, Z, **Mihajlović**, Milić Beran, I. (2016). *Preliminary research*, Clusterization – a factor of efficiency in small and medium hospitality enterprises; Klasterizacija – čimbenik učinkovitosti malih i srednjih hotelskih poduzeća, *Ekonomski vjesnik*, *Econviews – Review of contemporary business, entrepreneurship and economic issues*, Vol. 29, No. 2/2016., str. 367 – 381. Sveučilište Josipa Jurja Strossmayera u Osijeku, Ekonomski fakultet u Osijeku

I Mihajlović, L Raguz (2018). Key drivers of busines transformations in travel intermediaries *International journal of economics and statistcs*, 6, 67–80.

Žmuk, I Mihajlović (2018). Online booking for travel and accommodation influenced by economic and digital development level: Position of the Western Balkan countries within Europe *Croatian Review of Economic, Business and Social Statistics* 4 (2), 86-98

I Mihajlović, N Koncul,. (2016). Changes in consumer behaviour–the challenges for providers of tourist services in the destination, *Economic research-Ekonomska istraživanja* 29 (1), 914-937

Z Krželj-Čolović, **I Mihajlović**, I Milić-Beran (2016). Clusterization–a factor of efficiency in small and medium hospitality enterprises, *Ekonomski vjesnik Ekonomski vjesnik: časopis Ekonomskog fakulteta u Osijeku* 16 (2), 367/*Econviews-Review of Contemporary Busines*

Dumičić, K., **Žmuk**, B., Mihajlović, I., (2016), Panel Analysis of Internet Booking of Travel and Holiday Accommodation Indicators, *Interdisciplinary description of complex systems*, Vol. 14, No. 1, pp. 23-38, ISSN: 1334-4684 (<http://bib.irb.hr/prikazi-rad?&rad=797139>)

I Mihajlović, I. (2020).Structural Changes in Tourism Market That Highlight the Product Specialization of Travel Intermediaries *WSEAS Transactions on Business and Economics*, ISSN / E-ISSN: 1109-952

Mihajlović, I. (2020).The Impact of Socio-Economic Changes in Tourism on the Business Specialization of Travel Agencies // *WSEAS Transactions on Business and Economics*, 17, 346-367

Conference Proceedings

Lobaš, I., (1999). Fundamental Components of Strategic Management in an Enterprise, *Annals of DAAAM for 1999 & Proceedings of the 10th International DAAAM Symposium*, „Intelligent Manufacturing & Automation: Pat – Present – Future”, Vienna University of Technology, Vienna, Austria, ISBN 3–901509-10-0, str. 291 – 292.

Lobaš, I., (2000). The impact of visionary leadership in the management process of the organization at the threshold of the 21st century, *Zbornik radova sa 19. međunarodnog znanstvenog skupa „Management v novem tisočletju”, 1. knjiga.*, Univerza v Mariboru, Fakulteta za organizacijske vede, Portorož, CIP – Kataložni zapis o publikaciji, Narodna in univerzitetna knjižnica Ljubljana ISBN 96-232–088–8, str. 923 – 928.

Lobaš, I., (2000). The efficient leadership of a hotel company, *Zbornik radova s 5. međunarodnog znanstvenog skupa, The 5th International Conference „Travel, Trade, Regional Development and Education”*, University of South Bohemia in Česke Budejovice, Faculty of Agriculture, Department of Service Industries and Tourism in Tabor, March, Tabor, ISBN 80–7040–401-9, str. 125 – 128.

Lobaš, I., (2000). Total Quality Management as a Strategic Management of Tourism Development, *Annals of DAAAM for 2000. & Proceedings of the 11th International DAAAM Symposium*, „Intelligent Manufacturing & Automation: Man – Machine – Nature”, Vienna, University of Technology, Opatija, ISBN 3–90150913-5, str. 275 – 276.

Biočina Lobaš, I., Račić, M., (2001). Strategic Quality Management in a Tourist Company, *Zbornik radova s 20. međunarodnog znanstvenog skupa „Management in globalizacija”*, Univerza v Mariboru, Fakulteta za organizacijske vede, March, Portorož. CIP – Kataložni zapis o publikaciji, Narodna in univerzitetna knjižnica Ljubljana ISBN 961-232–119–1, str. 546 – 554.

Biočina Lobas, I., Duric, H., (2001). The importance of communication in a travel agency management, *Zbornik radova sa 6. međunarodnog znanstvenog skupa, The 6th International Conference „Travel, Trade, Regional Development and Education”*, University of South Bohemia in Česke Budejovice, Faculty of Agriculture, Department of Travel Trade in Tabor, March, Tabor, ISBN 80 – 7040 – 489 2, str. 109 – 114.

Biočina Lobaš, I., Račić, M., (2002). The importance of process reengineering in the Hotel Industry, *Annals of DAAAM for 2002. & Proceedings of the 13th International DAAAM Symposium*, „Intelligent Manufacturing & Automation: Learning From Nature”, ISBN 3 – 901509-29-1, Austrian Society of Engineers and Architects, University of Technology Vienna, Austria str. 35 – 36.

Krželj-Čolović, Z., **Mihajlović, I.**, (2011). The Improving of Business Efficiency in Relationship Between Tour Operators and SMHE's Using the ICT, *Annals of DAAAM for 2011 & Proceedings of the 22nd International DAAAM Symposium*, „Intelligent Manufacturing & Automation: Power of Knowledge and Creativity”, Austrian Society of Engineers and Architects, University of Technology Vienna, ISBN 978-3-901509-83-4, Vienna, Austria, str. 0141-0142.

Mihajlovic, I., Krželj – Čolović, Z., Beran Milić I., (2013) Study of the Impact of ICT on New Trends in Consumer Behaviour in Tourism when Planning Trips, in *Mathematics and Computers in Contemporary Science*, Proceedings of the 14th WSEAS International Conference on Mathematical Methods and Computational Techniques in Electrical Engineering (MMACTEE 13); Proceedings of the 11th WSEAS International Conference on E-Activities (E-ACTIVITIES 13); Proceedings of the 7th WSEAS International Conference on Economy and Management Transformation (EMT 13); Proceedings of the 12th WSEAS International Conference on Computational Intelligence, Man-machine Systems and Cybernetics (CIMMACS 13), Proceedings of the 1st International Conference on Tourism and Economic Development (TEDE 2013), Editor Reinhard Neck; ISBN: 978-960-474-356-8., Nanjing, China, str. 144 – 154.

Mihajlović, I., Krželj-Čolović Z., Beran-Milić, I. (2013). The Implementation of Marketing Strategies in Travel Agencies' Business in the Republic of Croatia, *Proceeding of 1st Dubrovnik International Economic Meeting, DIEM 2013*, „Scientific Conference on Innovative Approaches to the Contemporary Economic problems”, University of Dubrovnik, Department of Economics and Business Economics, Dubrovnik, JEL - M19, L83 classification .

Zmuk, B., Dumicic, K., **Mihajlović, I.** (2014). On-Line Booking use for Travel and Holiday Accommodation and Development Indicators: Clustering of European Countries, Economic and Social Development, 7th International Scientific Conference, in *Book of Abstracts, Economic and Social Development*, ur. Flipovic, I., Klacmer, Calopa, M. and Fran Galetic, New York City, str. 45 – 48.

Zmuk, B., Dumicic, K., **Mihajlović, I.** (2014). On-Line Booking use for Travel and Holiday Accommodation and Development Indicators: Clustering of European Countries, Economic and Social Development, 7th International Scientific Conference, in *Book of Proceedings, Economic and Social Development*, ur. Flipovic, I., Klacmer, Calopa, M. and Fran Galetic, New York City, str. 508 – 518.

Mihajlović, I. (2015). Challenges of Strategic Rethinking of Development of Travel Intermediaries in Croatia in Terms of Dynamic Environment, *Proceedings of the International Conference of Economics and Statistics (ES 2015)*, u okviru *Recent Advances on Economics and Business Administration*, ur. Mastorakis, N.E., Rudas, I., Shitikova M.V., Shmaliy, Y.S., Vienna, str. 77 – 84.

Mihajlović, I., Strugar, I. (2015). Revisiting the Impact of ICT to the Tourism Development in *Book of Abstracts, of the ENTERNOVA – ENTERprise REserach InNOVAtion Conference Vol. 1, No.1*, ur. Bačović, M., Milković M., Pejić Bach M., Peković, S., September, Kotor, Montenegro, Udruga za promicanje inovacija i istraživanja u ekonomiji „IRENET“, Zagreb ISSN 1849-7969., str.92 www.enternova.org

Mihajlović, I. Strugar, I. (2016) Strategic Impact of the Internet Use on the Tourism Industry: Preliminary Research, In **Proceedings** of the ENTERNOVA 16 - ENTERprise Research InNOVAtion Conference, *ENTERNOVA – ENTERprise REserach InNOVAtion Vol. 2., No.1*, eds. Bačović, M., Milković M., Pejić Bach M., Peković, S., Udruga za promicanje inovacija i istraživanja u ekonomiji „IRENET“, Zagreb, ISSN 1849 – 7950, www.enternova.org

Vidak, M., **Mihajlović, Iris** (2017). The Importance of Local Events for Positioning of Tourist Destination, *European Journal of Social Sciences Education and Research* 10 (2), 228-239

K. Dumičić, B Žmuk, I **Mihajlović**, (2017). Profile analysis of clustered European countries based on selected variables impacting the e-commerce realized by individuals, *Proceedings of the World Statistics Congress-WSC, ISI 2017, 16-21 July 2017.*

Žmuk, Berislav; Dumičić, Ksenija; **Mihajlović, Iris**; Resić, Emina; Novkovska, Blagica

Impact of achieved development levels on the number of tour operators and travel agencies in selected European countries // Impact of achieved development levels on the number of tour operators and travel agencies in selected European countries, *Knowledge and business challenge of globalisation in 2019: Book of Abstracts of the 8th international scientific conference / Kovač, Tatjana ; Cingula, Marijan (ur).*

Presented Papers

Biočina Lobaš, I., Račić, M., (2002). Strategic Quality Management in the Hotel Industry, *presented on Croatian Conference „Turizam, vodno gospodarstvo i zaštita mora“*, Ministarstvo turizma Republike Hrvatske, Državna uprava za vode, Fakultet za turistički i hotelski menadžment Opatija, 19 – 22. ožujka., Opatija.

Mihajlović, I., Krželj-Čolović, Z., (2012). The Quality of Information and Related Sources of Information as An Assumption for Effective Decision – Making Process for Tourists to Travel in the European Tourism Market, presented on *2⁹ International Conference on Human and Social Sciences ICHSS 2012, March, Tirana, Albania.*

Mihajlović, I., Krželj-Čolović Z., Beran-Milić, I. (2013). The Implementation of Marketing Strategies in Travel Agencies' Business in the Republic of Croatia, *1st Dubrovnik International Economic Meeting, DIEM 2013, „Scientific Conference on Innovative Approaches to the Contemporary Economic problems“*, University of Dubrovnik, Department of Economics and Business Economics, September, Dubrovnik.

Mihajlović I. (2014). The Impact of Structural Changes on Tourism Market on Business Specialization of Subjects of Tourist Offer in Destination, **Invited paper** on ICESEEI Session: Environment, Entrepreneurship and Innovation, Chair: Florin Fainisi, Iris Mihajlović, 3rd International Conference on Energy Systems, Environment, Entrepreneurship and Innovation (ICESEEI '14), University of Salerno, Italy; Kingston University London, UK; International Black Sea University, Tbilisi, Georgia; Parco Nazionale del Cilento Vallo di Diano e Alburni-Geopark, It, Vietri Sul Mare, Province of Salerno, Salerno, 3-5 June, Italy.

Mihajlović, I. (2015). Challenges of Strategic Rethinking of Development of Travel Intermediaries in Croatia in Terms of Dynamic Environment, paper presented on International Conference of Economics and Statistics (ES 2015), Recent Advances on Economics and Business Administration, 15 – 17 March, Vienna, Austria

Mihajlović, I. (2015). Revisiting the Impact of ICT to the Tourism Development, Presented on The 2015 ENTERprise Research InNOVATION Conference (ENTERNOVA 15), Kotor, Montenegro, September 10-11

Mihajlović, I. (2016) Strategic Impact of the Internet Use on the Tourism Industry: Preliminary Research, ENTERNOVA – ENTERprise REsearch InNOVATION (ENTERNOVA 16), September 8 – 9, Rovinj 2016

Mihajlović, I., Šimunović, M., Lukenda A. (2017). "Innovations in the Function of New Modalities of Business of Travel Intermediaries According Marketing Trends", CROMAR 2017, 8 – 10 lipnja, Dubrovnik.

Mihajlović, I. (2018). Transformation of Business of Travel Intermediaries in Terms of Dynamic Changes in Macro environment – Towards New Challenges, IEEE 2018 International Conference on Applied Mathematics & Computer Science (ICAMCS 2018), 13 – 15 April, Paris France; pozvano predavanje

Žmuk, Berislav; Dumičić, Ksenija; **Mihajlović, Iris**; Resić, Emina; Novkovska, Blagica, (2019).

Impact of achieved development levels on the number of tour operators and travel agencies in selected European countries // Impact of achieved development levels on the number of tour operators and travel agencies in selected European countries, Knowledge and business challenge of globalisation in 2019: Book of Abstracts of the 8th international scientific conference / Kovač, Tatjana; Cingula, Marijan (ur.).

K. Dumičić, B Žmuk, I **Mihajlović**, (2017). Profile analysis of clustered European countries based on selected variables impacting the e-commerce realized by individuals, Proceedings of the World Statistics Congress-WSC, ISI 2017, 16-21 July 2017.

PERSONAL SKILLS

Mother tongue(s) Croatian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1 / excellent	C1 / excellent	C1 / excellent	C1 / excellent	C1 / excellent
French	C1 / excellent	C1 / excellent	C1 / excellent	C1 / excellent	C1 / excellent
Italian	B2 / very good	B2 / very good	B2 / very good	B2 / very good	B2 / very good

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
[Common European Framework of Reference for Languages](#)

Organisational / managerial skills

- Proficient in: Microsoft Office – Excel, Word, PowerPoint

- Communication skills
- Strong analytical and quantitative skills
 - Strong interpersonal and communication skills
 - Team-oriented yet a highly motivated self-starter
 - Highly detail oriented yet capable to multi-task and handle multiple projects at a time

- Other Interests
- Skiing, sailing, swimming, arts