

Ivanka Mulanovich Djevoich

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EDUCATION

Florida International University | Chaplin School of Hospitality & Tourism Management, Miami, FL

Master of Science Degree in Hospitality Management

April 2025

- General track (non-thesis) GPA 4.0

Universidad de Piura | Lima, Peru

Bachelor of Science in Service Administration

May 2023

- Thesis option constructed and based on the Omnicanality and Customer Loyalty concepts. GPA 3.48

PROFESSIONAL EXPERIENCE

Florida International University, Miami, Florida

Special Events Graduate Assistant

May 2024 – April 2025

- Assisted Assistant Director of Strategic Events & Stewardship to plan, schedule, and coordinate over 150 events yearly.
- Supported budget management by tracking event expenses and ensuring cost-effective solutions.
- Participated in event execution, contributing to setup and breakdown activities to ensure events run seamlessly.
- Facilitated vendor communication, negotiate pricing, and ensure seamless logistics for events.

Miami Heat, Miami, Florida

A Team Member

March 2024 – December 2024

- Collaborated with the A-Team to support fan-facing initiatives, including mobile ticketing, in-app experiences, and arena-wide technology programs.
- Provided on-site assistance during all home HEAT games and select concerts/live events, ensuring seamless technology integration and delivering exceptional customer service to over 5,000 fans per event.

Florida International University, Miami, Florida

Special Events Intern

January 2024 – April 2024

- Assisted in planning, scheduling, and coordinating communication for over 40 events.
- Provided on-site event support for setup, execution, and breakdown at both on-campus and off-campus locations.
- Managed the event calendar and organized event folders both digitally and physically while coordinating vendor communications.

Florida International University, Miami, Florida

D.A.R.T. Student

September 2023 – April 2024

- Delivered customer service to future students of the Chaplin School of Tourism and Hospitality Management
- Assisted with planning and setting up events for new students
- Hosted weekly on-campus tours for over 50 prospective undergraduate and graduate students

Walt Disney Parks and Resorts, Orlando, FL

Attractions Cast Member

January 2020 - March 2020

- Organized and managed attraction's functioning and order by meeting Disney World's strict safety standards
- Interacted with over 10,000 people a day, delivering customer service to guests
- Assisted in solving inquiries and problems for guests at Fantasyland

VOLUNTEER EXPERIENCE

South Beach Wine and Food Festival, Miami, Florida

Event Logistics lead

February 2024, February 2025

- Led and supervised a team of 4 volunteers throughout the event, delegating tasks effectively and providing guidance as needed
- Coordinated with 10 vendors during the event to ensure seamless operations, providing support and resources as required to address on-site needs
- Executed the setup and breakdown of event spaces seamlessly, ensuring timely and efficient completion

North Miami Brewfest, Miami, Florida

Volunteer Team Lead

November 2024

- Coordinated a team of over 60 volunteers for event operations, including check-ins, food distribution, and managing breaks.
- Ensured smooth, efficient volunteer processes, contributing to a successful event experience for attendees and staff.
- Collaborated with event organizers to align volunteer efforts with overall event goals.

EBJ Events, Miami, Florida

Event Planner Assistant

October 2024 – November 2024

- Coordinated on-site logistics during weddings, ensuring all elements followed the timeline and met client expectations.
- Provided support to the bride and groom, managing details to alleviate their stress and ensure a seamless experience.

North Miami Brewfest, Miami, Florida

Event support

November 2023

- Assisted the Production team with pre-event preparations and day-of execution
- Provided hands-on support for event setup and breakdown
- Oversaw exhibitor check-ins and guided vendors through the setup process for a seamless experience

SKILLS

- Native Spanish speaker; Fluent in English
- Proficient with Microsoft Office: Excel, Word, Outlook, PowerPoint
- Knowledge of Canva (Design tool)
- Interests: Digital marketing, event planning and support