

# Angelica Kusik

Pickering, ON      angelicakusik@outlook.com      +1 (416) 835-9851  
<https://angelikusik.github.io/>    [www.linkedin.com/in/angelica-kusik](https://www.linkedin.com/in/angelica-kusik)    <https://github.com/AngelKusik>

EDUCATION	<b>Computer Programming</b> , Diploma Durham College, Oshawa, ON, Canada	Sep. 2021 to Apr. 2023
	<b>Hospitality</b> , Diploma GPA 3.8 out of 4.0 Centro Universitario Senac, Campos do Jordao, SP, Brazil	Jan. 2009 to Dec. 2010
SKILLS	<b>HTML5</b> <b>CSS 3</b> <b>PHP</b> <b>JavaScript</b> <b>jQuery</b> <b>DOM</b> <b>Bootstrap</b> <b>C++</b>	<b>.NET</b> <b>.NET MVC</b> <b>C#</b> <b>ASP NET</b> <b>WPF</b> <b>Java</b> <b>Python</b> <b>Selenium</b> <b>Adobe Illustrator</b> <b>Adobe Premier Pro</b> <b>Git / GitHub</b> <b>Agile Development</b> <b>Object-Oriented Programming (OOP)</b> <b>SQL</b> <b>PostgreSQL</b> <b>MS SQL</b>
WORK EXPERIENCE	<b>Web Developer</b> , Durham College <ul style="list-style-type: none"><li>• Design, implement, debug, troubleshoot and test web pages and templates within the D2L Brightspace Learning Management System to provide accessible, responsible and functional course pages that offer a seamless user experience across all devices.</li><li>• Collaborate with course developers to create and edit courses, using HTML, CSS, Bootstrap, JavaScript, and jQuery, to enhance pages, fix bugs, and create interactive features that improve the engagement of the students.</li><li>• Write maintainable, testable, and performant code that meet code standards and best practices. Communicate clearly and effectively with team members and course developers, providing regular updates on the progress of work and identifying any issues or challenges that may arise.</li><li>• Create and edit infographics and videos using Adobe Illustrator, Adobe Premier Pro and Vyond to enhance the visual appeal of the web pages and provide varied ways for students to engage with the course material.</li></ul> Continuously learn and develop new skills and stay up-to-date with the latest tools and technologies to improve the quality and efficiency of work.	Oshawa, ON   May 2022 - Present
	<b>Wildfire Steakhouse</b> <b>Front of House Supervisor</b>	Toronto, ON Sep 2018 – Dec 2021
	<ul style="list-style-type: none"><li>• Worked closely with the management team and restaurant owner to help solve problems and find points for improvement, such as changes to the breakfast menu that helped the restaurant almost double the customer turnover at breakfast.</li><li>• Successfully led a team of 5 employees and was directly responsible for hiring and training new staff for the breakfast and lunch operations for both front and back-of-house positions.</li><li>• Responsible for overseeing the daily breakfast and lunch operations, ensuring food and services met quality control standards and occupational health and safety standards in place were adhered to.</li><li>• Extensively employed my interpersonal skills to resolve customer complaints, solve staff problems, and create a professional, fun, and enjoyable atmosphere for customers and staff.</li></ul>	

**Server**

Apr 2018 – Sep 2018

- Provided excellent customer service and used my great attention to detail to deliver a custom experience to each customer.

Central Park Jardins Hotel &amp; Spa

Sao Paulo, SP, Brazil

**Sales Manager**

Jun 2016 – Nov 2017

- Surpassed the revenue and occupancy goals as early as the first quarter after assuming the sales department.
- Negotiated reservations, group reservations, and events directly with the clients.
- Monitored monthly revenues and daily sales performance and adjusted rate strategies accordingly to drive sales and meet sales goals.
- Advocated, convinced management, and helped implement a new hotel website with a booking platform where customers could book rooms directly with the hotel. This initiative helped reduce the gross commission paid to third-party booking sites such as Booking.com and Expedia by 15%.

**Front Desk Agent**

Jan 2016 – Jun 2016

- Enriched the customer experience by suggesting leisure activities, making restaurant reservations, and providing information about the hotel and its surroundings.

Blue Mountain Hotel &amp; Spa

Campos do Jordao, SP, Brazil

**Events Coordinator**

Apr 2014 – Jan 2016

- Prepared budgets, negotiated service contracts, monitored event expenses, reviewed final billing, and maintained financial records of all events.
- Coordinated and supervised all event set-up, execution, tear down, and follow-up processes.
- Efficiently managed high-pressure situations, such as dealing with last minute technical problems, problematic guests, staff shortages, and emergencies, and resolved all client inquiries and complaints, trying to anticipate clients' needs before they arose whenever possible.
- Responsible for writing and issuing events related documentation such as the Event Order and keeping the management body informed of upcoming events and changes to ongoing events.
- Took the initiative and developed the hotel's Events Manual, a guide containing all menu options and prices, the conference rooms capacity and blueprints, hotel capacity, room layouts, emergency exits, and some relevant information about the hotel's surroundings, such as hospitals available nearby, a list of city's attractions, commute options, and more. This document helped the sales team promote the hotel to potential clients more efficiently and solved the department's miscommunications regarding prices and services by consolidating all information in one place.
- Participated in weekly management meetings and actively contributed to the discussions, helping find solutions to the issues at hand and suggesting new ideas to improve the hotel's operations.

**Front Desk Supervisor**

Oct 2012 – Apr 2014

- Excellent leader, having successfully managed the front office department, one of the most critical departments in the hotel, with 24/7 operations and a team of over 15 employees between front desk agents, bell captains, bell boys, concierges, butlers, and night auditors.
- Participated in the hiring process and was directly responsible for training new staff and producing the work schedule for the entire department.
- Implemented new administrative and clerical procedures that drastically reduced billing errors and optimized check-out procedures so front desk agents could spend more time checking on the guests and less time collecting the payments and closing accounts.
- Coordinated, oversaw, and supported all front office activities, ensuring guests received outstanding customer service and administrative and safety procedures were adhered to.

- Good problem-solver, having consistently resolved customer and staff problems efficiently using clear communication, patience, empathy, and technical knowledge.

**Front Desk Agent**

Jun 2012 – Oct 2012

- Performed in a fast-paced, high-pressure environment, always keeping a positive attitude and a smile.
- Worked closely with the front desk team and other hotel departments to solve problems and anticipate guests' needs.
- Employed my creativity and attention to detail to create personalized ways to impress guests and deliver a unique experience, which helped retain several customers who became regulars.

RELEVANT COURSE: **The Complete 2022 Web Development Bootcamp**

in Progress

Udemy

**Bootstrap from Scratch**

Udemy

**Adobe Illustrator for Beginners**

Envato Tuts+

**Adobe Premiere Pro for Beginners**

Envato Tuts+

LANGUAGES

English, Proficient

Portuguese, Native