


Angelica Kusik

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EDUCATION

Computer Programming, Diploma
Durham College, Oshawa, ON, Canada

Sep. 2021 to Apr. 2023

Hospitality, Diploma
GPA 3.8 out of 4.0
Centro Universitario Senac, Campos do Jordao, SP, Brazil

Jan. 2009 to Dec. 2010

SKILLS

HTML5

CSS 3

PHP

JavaScript

Jquery

C++

Java

SQL

.NET

C#

Selenium

Python

Git/GitHub

Bootstrap

ASP Net

Adobe Illustrator

Adobe Premier Pro

Vyond

Agile Development

Object Oriented Programming (OOP)

Model View Controller (MVC)

DOM

WORK EXPERIENCE

Web Developer, Durham College

Oshawa, ON | May 2022 - Present

- Create accessible, responsive, and functional web pages on D2L Brightspace Learning Management System to allow students on any device to have the same perfect user experience.
- Assist course developers create and edit courses within D2L Brightspace template using HTML, CSS, Bootstrap, JavaScript and jQuery to enhance the pages, fix bugs, and create interactive features to make courses more engaging.
- Write maintainable, testable, and performant code.
- Communicate clearly and effectively with all team members and course developers.
- Create and edit infographics and videos using Adobe Illustrator, Adobe Premier Pro and Vyond to elevate the look of the web pages and create varied ways for the students to engage with the course material.
- Continuously work on improving my skills and learning new tools and technologies.
- Test course pages thoroughly, identifying, and fixing bugs.

Wildfire Steakhouse
Front of House Supervisor

Toronto, ON
Sep 2018 – Dec 2021

- 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.

- 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.
- 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.
- Maintained stock records, controlled inventory, and ordered supplies based on business demands.
- Extensively employed my interpersonal skills to resolve customer complaints, solve staff problems, and create a professional, fun, and enjoyable atmosphere for customers and staff.

Server

Apr 2018 – Sep 2018

- Provided excellent customer service and used my great attention to detail to deliver a custom experience to each customer.
- Worked sporadically as a bartender and assisted the kitchen in preparing the food when needed.

Front Desk Agent, Executive Hotel Cosmopolitan

Toronto, ON | May 2019 – Jul 2019

- Delivered an excellent customer service experience by adapting my approach to each guest based on their unique needs.
- Responsible for ensuring guests' documentation and credit card information was valid, and booking rates and room specifications were correct upon check-in.
- Processed customers' payments, presented them with the bill upon check-out, and ensure all charges and payments were correctly processed at the end of my shift.
- Assisted guests and residents with all their inquiries, including requests for additional services, such as catering, spa appointments, and restaurant reservations.
- Was offered a permanent full-time position at the hotel after working part-time during the summer, which I declined due to my full-time job at Wildfire Steakhouse at the time.

Central Park Jardins Hotel & Spa

Sales Manager

Sao Paulo, SP, Brazil

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.
- Managed hotel rates and availability for all sales channels, including third-party channels such as Booking.com, Expedia, Trivago, Hotels.com, and TripAdvisor.
- 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%.

- Advocated for and advised on a renovation project that renewed 20% of the hotel rooms. This project helped the hotel become more competitive with the emerging high-end hospitality scene, increased the hotel's average room rate, and raise its classification from 3 to 4 stars.

Front Desk Agent

Jan 2016 – Jun 2016

- Performed my duties as a front desk agent diligently and offered guests and residents superior customer service.
 - Enriched the customer experience by suggesting leisure activities, making restaurant reservations, and providing information about the hotel and its surroundings.
 - Assisted the sales manager by helping update rates on sales channels, making reservations, and helping resolve problems such as customer complaints and overbookings.
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Blue Mountain Hotel & 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.
- Oversaw the entire hotel operations during the execution of the events to ensure services provided adhered to the client's contract specifications and worked closely with the hotel's management body and staff to surpass the client's expectations and deliver an incredible experience to all event participants and organizers.
- 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.
- Assisted clients with third-party services and supervised third-party staff operations inside the hotel premises.
- Responsible for writing and issuing 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.
- Developed new white glove services menu and customer service strategies to innovate and elevate the customer experience at this 5-star hotel, which helped set the hotel aside from the competition.
- Assisted Events Coordinator with room allocation for groups, special requests, and group check-in and check-out.
- 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

- Brought a fresh perspective on customer service and luxury hospitality from past work experiences.
- Performed all my duties, such as welcoming guests upon arrival, walking them through the check-in and check-out procedures and assisting them with all their needs with professionalism and passion.
- 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.
- Fast learner, having mastered using the hotel's property management system (PMS) and central reservations system (CRS) within a month.

Villa Casato Residenza Hotel

Front Desk Agent

Campos do Jordao, SP, Brazil

Jun 2009 – May 2012

- Communicated constantly with guests, assisting them with their reservations, personally welcoming them when they arrived at the hotel, assisting them throughout

their stay, and following up with them after they left the hotel to deliver a personal and unique experience.

- Participated in cross-department and customer service training and was personally coached by the hotel owner to offer guests *Relais & Châteaux* customer service standards, one of the industry's highest standards.
- Performed more than one role in a highly demanding environment, having offered concierge and butler services, and managed all sales channels besides performing my duties as a front desk agent at this award-winner hotel.

RELEVANT COURSES	The Complete 2022 Web Development Bootcamp Udemy	in Progress
	Bootstrap from Scratch Udemy	
	Adobe Illustrator for Beginners Envato Tuts+	
	Adobe Premiere Pro for Beginners Envato Tuts+	
LANGUAGES	English, Proficient	
	Portuguese, Native	