

# Angelica Kusik

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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>C++</b> <b>Java</b>	<b>.NET</b> <b>C#</b> <b>Selenium</b> <b>Python</b> <b>Git/GitHub</b> <b>Bootstrap</b> <b>ASP Net</b>  <b>Adobe Illustrator</b> <b>Adobe Premier Pro</b> <b>Vyond</b> <b>Agile Development</b> <b>Object Oriented Programming (OOP)</b> <b>SQL</b> <b>DOM</b>
WORK EXPERIENCE	<b>Web Developer</b> , Durham College	Oshawa, ON   May 2022 - Present
	<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Write maintainable, testable, and performant code.</li><li>• Communicate clearly and effectively with all team members and course developers.</li><li>• 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.</li><li>• Continuously work on improving my skills and learning new tools and technologies.</li><li>• Test course pages thoroughly, identifying, and fixing bugs.</li></ul>	
	<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>	
	<b>Server</b>	Apr 2018 – Sep 2018
	<ul style="list-style-type: none"><li>• Provided excellent customer service and used my great attention to detail to deliver a custom experience to each customer.</li></ul>	

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.
- 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.
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Blue Mountain Hotel & Spa  
**Events Coordinator**

Campos do Jordao, SP, Brazil  
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.
- 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.
- 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**  
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