

# Ilke Eren Demirtas

Spokane, WA 99251  
ilkeeren27@gmail.com  
(509) 270-5948

Proactive and bilingual Front Desk Receptionist with a proven track record at Sublime Porte Hotel, adept in Excel and fluent in English and Turkish. Excelled in maintaining confidentiality and creating a welcoming environment, significantly enhancing customer satisfaction. Skilled in data entry and customer service, demonstrating exceptional organizational abilities and interpersonal skills.

## Skills

- Mail coordination
- Correspondence drafting
- Appointment confirmation
- Spreadsheet tracking
- Mail sorting
- Data confidentiality
- Skilled in Excel
- Calendar management
- Data entry
- File organization
- Sorting mail
- Fluent in English and Turkish

## Professional Experience

### Front Desk Receptionist

*Sublime Porte Hotel, Istanbul, Turkey | June 2024 - August 2024*

- Collected room deposits, fees, and payments.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Completed data entry and filing to keep records updated for easy retrieval.
- Maintained confidentiality of sensitive data to protect customer and business information.
- Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees.
- Resolved customer problems and complaints.
- Welcomed customers with friendly greeting, answered general questions, gathered nature of visit and directed to specific offices.

## Education

### Bachelor of Science in Computer Science

*Whitworth University, Spokane, WA | Expected in December 2028*