

JOHN CARLO SINOY

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WORK EXPERIENCE

Night Auditor – Holiday Inn Express North May 2024 – Present

- Balance all financial transaction and accounts for the day, reconcile credit card transactions and ensure accuracy, and prepare daily financial reports and distribute them to management.
- Check-in and check-out guests during the night shift, address guest inquiries, requests, and complaints in a professional and courteous manner, and provide information about hotel services, amenities, and local attractions.
- Process reservations and handle room assignments, maintain accurate records of room availability and guest accounts and handle cash transactions and maintain a balanced cash drawer.
- Monitor hotel premises for safety and security issues, report any suspicious activities or security concerns to management, and ensure compliance with hotel policies and procedures.
- Prepare and distribute daily reports to various departments, assist in preparing invoices and statements for guests, and maintain accurate and organized records of all transactions.

Sales Associate - Dollar Tree (Part Time) April 2024 – Present

- Provided excellent customer service by assisting customers with inquiries, locating merchandise, and processing transactions efficiently.
- Maintained a clean and organized store environment by restocking shelves, arranging displays, and ensuring product availability.
- Operated cash register and handled cash transactions accurately, following company procedures and policies.
- Collaborated with team members to achieve store goals and promote a positive shopping experience for customers.

Team Member - Mcdonald’s (Part Time) March 2024 – Present

- Provided customer service in a fast-paced environment, ensuring customer satisfaction and resolving issues promptly.
- Prepared and served a variety of foods and beverages according to company standards, maintaining cleanliness and hygiene at all times.
- Collaborated with team members to maintain a clean and organized workspace, adhering to safety and sanitation guidelines.
- Demonstrated strong communication and teamwork skills to effectively coordinate tasks and ensure smooth operations during busy periods.

EDUCATION

Red Deer Polytechnic January 2024 - Present

Diploma in Computer Programming

Cor Jesu College, Inc. November 2016 - September 2020

Bachelor of Science in Electronics Engineering

SKILLS

- Product promotion, sales techniques, customer assistance and support. Resolving customer complaints and ensuring satisfaction
- Transaction processing, payment handling, inventory control and management
- Weekly project updates and meeting facilitation
- Tracker and document management
- Work order creation and materials control
- Weekly project updates and meeting facilitation
- Coordination with clients to understand specific needs and requirements
- Tracker and document management
- Strong numerical and analytical skills.
- Ability to work independently and manage time effectively.
- Ability to stand for long periods.
- Detail-oriented and organized.
- Able to handle stressful situations with calm and professionalism.