Michelle Ersan
Front- End Web Developer

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TECHNICAL SKILLS

Skill	Level
HTML	●●●●○
CSS	●●●●○
Bootstrap 4	●●●○○
Javascript	●○○○○
Node.js	●●○○○
npm	●●●○○

EDUCATION

Web Developer Bootcamp
Udemy
2018 – Present

The Complete Webdeveloper 2018
Udemy
2018 – Present

Advanced Diploma of Leadership and Management
Danford College
10/2016 – 10/2017   *Melbourne, Australia*

Hospitality and Management Trainee
Hotel Le Meridien Munich
08/2011 – 07/2015   *Munich, Germany*
Hotelmanagement
- Wine & Spirits
- Warehouse
- Law and Social Studies
- Upperclass Service
- Business Economics

Highschool
Fuerstenfeldbruck, Germany
09/201 – 07/2011

WORK EXPERIENCE

Floor Manager
World Travel Food Bar
01/2019 – Present   *Williamstown, Australia*
Restaurant and Bar
Achievements/Tasks
- Manage and training floor staff
- Processing guest bills and payments
- Ensuring and providing exceptional customer service

Team Leader
Pan Pacific Hotel
02/2018 – 12/2018   *Melbourne, Australia*
World Class Hotel
Achievements/Tasks
- Support manager and perform management duties
- Ensuring and providing exceptional customer service
- Deliver the highest quality and brand service standards to consistently meet and exceed executive Guest and VIP expectations
- Inventories and stock
- Ensure effective communication within the team and other departments
- Creating an inspiring team environment with an open communication culture

Contact: **Christian Grassl – 0431 683 009**

Front of House and Function Assistant
Customs House Hotel
11/2015 – 01/2018   *Williamstown, Australia*
Pub style venue and function space with live music
Tasks/Achievements
- Shift supervisor
- Guest service in restaurant, bar and function area
- Processing guest bills and payments

Contact: **Chris Golding, General Manager – 0423 500 646**