

SERGE CHURKIN

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PROFILE

Web Developer who is passionate about building accessible and responsive web applications. I combine my background in large scale tourism operations management with technical skillset to create user-friendly web experiences.

SKILLS

- HTML5, CSS3
- Sass
- Responsive design
- JavaScript
- React.js
- Restful APIs
- Github and Collaboration
- jQuery
- Node.js, Express
- Data: Firebase, JSON, MySQL, MS Excell VBA, Google Sheets API
- Linux, CLI
- Leadership
- Complex problem solving
- Project Management
- Customer Service
- Analytics
- Email Distribution

EDUCATION

Juno College of Technology Toronto, ON | 2020

- Web Development Immersive Certificate (Bootcamp)
- Javascript
- Introduction to Web Development

Niagara College Canada Niagara Falls, ON | 2016 - 2018

- International Business Management
- Tourism and Hospitality Management

PROJECTS

Tour Agency Inventory - React, Firebase | [View Live](#)
Recipe Generator - JavaScript, API, jQuery | [View Live](#)

Poll It Together - React, Firebase, Github, Collaboration | [View Live](#)
Country Quiz - JavaScript, SCSS | [View Live](#)

EXPERIENCE

Fallsview Group of Hotels | Niagara Falls, ON

Audit Supervisor - May 2018 - Jan 2020

- Improved processing of daily financial and balancing reports from 5 to 1.5 hrs
- Maximized revenue and ensured 101% hotel occupancy of with 200 rooms by overselling, monitoring reservations and updating rates
- Supervised and trained 2 auditors, shared best practices and trained booking system and reporting

Auditor - Aug 2016 - May 2018

- Reconciled, audited and balanced accounts, prepared revenue reports in property with 600 rooms
- Checked in guests, answered the calls and instant messages, ensured high standard of service

TEZ TOUR Thailand | Phuket, Thailand Regional Manager - Feb 2015 - Feb 2016

- Oversaw inbound tourism operations in the Phuket region, managed the team of 100 employees
- Developed strategies to implement sales targets and increased regional revenue by 20%
- Successfully maintained industry leadership image of the company among 200 local partner hotels and 25 tour suppliers

TEZ TOUR Thailand | Phuket, Thailand Quality Control Manager - Jul 2013 - Feb 2016

- Improved the quality of service and advanced evaluation system in Phuket region with 200 daily arrivals
- Developed and updated policies to maintain the highest quality of operations
- Obtained and tracked guest's feedback, resolved complaints and achieved satisfaction