

SERGE CHURKIN



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[/sergechurkin/](#)



[sergechurkin-ca](#)



Toronto, ON

KEY SKILLS

- Logistics
- Presentations and public speaking
- Problem solving
- Planning and budgeting
- Customer service
- Time management
- Decision making
- Supervision

TECHNICAL SKILLS

- HTML5 / SCSS
- JavaScript
- API
- Github
- jQuery
- React
- Node.js and Express
- Responsive design
- MS Excel (large document flow, formulas, VBA, Vlookup)
- MS Power Point, Mac OS Keynote
- Adobe Photoshop
- Video Editing: Sony Vegas
- Audio Editing: Steinberg: Cubase, Nuendo, WaveLab; Adobe Audition

LANGUAGES

- English
- Ukrainian
- Russian
- German

PROFESSIONAL EXPERIENCE

Student

March 2020 - August 2020

Juno College of Technology

Toronto, ON

- Web Development Bootcamp
- JavaScript
- Intro to Web Development

Ramada by Wyndham

Night Audit Supervisor

May 2018 - January 2020

Niagara Falls, ON

- Reconciled, audited and balanced guests and gift-shop accounts, prepared revenue reports
- Resolved issues, critical situations and emergencies, ensured safety of guests and the hotel
- Checked in guests, answered phones and made new reservations
- Balanced room rates, maximized revenue and occupancy

Fallsview Group group of hotels

Night Auditor

Aug 2016 - May 2018

Niagara Falls, ON

- Reconciled, audited and balanced accounts, prepared revenue reports
- Checked in guests, answered the calls and instant messages
- Handled complaints and overbooking

Student

Apr 2016 - Jan 2018

Niagara College Canada

Niagara Falls, ON

- International Business Management
- Tourism and Hospitality Management

Niagara College Canada

International Student Assistant

Aug 2016 - Jan 2017

Niagara Falls, ON

- Assisted students with daily questions and campus events
- Handled laptops and books inventory, locker rental, coordinated appointments

TEZ TOUR Thailand

Regional Manager

Feb 2015 - Feb 2016

Phuket, Thailand

- Oversaw inbound tourism operations in Phuket region, reported to CEO
- Maximized the revenue and work efficiency
- Successfully maintained industry leadership image of the company
- Developed strategies, working plans, determined sales targets and planned budget
- Analyzed sales and determined weekly, monthly and seasonal goals
- Communicated with suppliers and hoteliers, discussed and negotiated rates and contracts
- Developed new tour itineraries, established competitive service rates

Quality Control Manager

Jul 2013 - Jan 2015

- Improved the quality of service and advanced evaluation system in Phuket region
- Developed and updated administrative policies and guidelines to maintain high quality of operations
- Obtained and tracked guest's feedback, resolved complaints and achieved satisfaction

Sayama Travel
Operations Manager
Phuket, Thailand
Jan 2020 - May 2013

- Managed land and boat transportation in Phuket and adjacent regions
- Created and effectively managed complex schedules
- Oversaw work of drivers and guides
- Booked and followed up VIP services (airport fast-tracks, executive cars, individual requests)
- Solved critical situations and delays

EDUCATION

Juno College of Technology

Web Development Bootcamp
JavaScript
Introduction to Web Development
Toronto, ON

Niagara College Canada

Postgraduate Diploma
International Business Management
Tourism and Hospitality Management
Niagara Falls, ON

Odessa National Nezhdanova Academy of Music (Conservatory)

Diploma
Choral Conducting and Music Teaching
Odessa, Ukraine