

## • Contact

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**Sibel Cidem**  
Night Auditor

Solution-driven professional in the beginning of the web development career with years of experience from sales, management and hospitality; excelling in highly collaborative work environment, finding solutions to challenges and focusing on customer and guest satisfaction. Experience developing websites using HTML, CSS, Javascript, JQuery.

## • Skills

- HTML, CSS, Javascript and JQuery, --Problem solving and debugging,
- Proficient in Microsoft Office --Detail oriented, analytical and highly focused
- Knowledge of the products and sales techniques --Reliable and punctual
- Valued team player, leader and trainer --Business professional

## Work History

### Polynesian Isles Resort \*(01/2020- present) Night Auditor

- Running night audit, checking all transactions
- Taking care of guest requests, making sure they are taken care of
- Checking and checking out the guests, collecting payments

### Fairwinds Credit Union \* (04/2019-01/2020) Member Service Representative I

- Helping the members with their transactions and answering questions
- Performing data entry carefully to ensure all account numbers are correct
- Balancing drawers, heavy cash handling, making funds availability decisions

### Universal Orlando Resort \*(07/2017-04/2019) Sales Trainer

- Training the team members and helping them about the work procedures
- Observing the trainees, giving them feedback about how to improve themselves
- Following up the trainee's improvement and writing observations

### Fairfield Inn and Suites by Marriott \*(12/2016-06/2017) Guest Service Agent

- Checked in and checked out the guests, made and cancelled reservations
- Answered the phone calls to respond guests' needs
- Audited all transactions, prepared all the necessary reports, informed the management and related departments about major issues

### Subway \*(10/2014-01/2017)Store Manager

- Improved the sales percentage of the store and the quality of the customer service
- Did the inventory weekly, prepared reports to close and transmit each week
- Prepared cash and credit card reports, made sure there is nothing inaccurate

## Certificates

- Microsoft Office and Excel Certificate- Career Academy (January 2019)
- Pedagogical Proficiency Certificate – Ege University, Faculty of Education (June 2012)

