



Süheyla Kılıç

Date of birth: 20/07/1994 | Nationality: Turkish | Gender: Female |

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Fatih Mahallesi Nazifbey Apartmanı Işıl Sokak No:3/5 Bergama, 3570
0, Izmir, Turkey

● WORK EXPERIENCE

05/2015 – 09/2015

FLOOR SUPERVISOR – Dogus Tourism Group Murat Reis Ayvalik Hotel

- Responsible for smooth operation of the floor assigned,
- Supervise room attendants,
- Checks the occupied and departure rooms, giving special attention to guest needs,
- To organise immediately the guest needs under intimation to EHK/Executive.

Balikesir, Turkey

06/2014 – 09/2014

FOOD AND BEVERAGE EMPLOYEE – Venezia Palace Deluxe Resort Hotel

- Taking customer orders and delivering food and beverages,
- Providing excellent wait service to ensure satisfaction,
- Prepare tables by setting up linens, silverware and glasses,
- Serve food and drink orders.

Antalya, Turkey

06/2013 – 08/2013

FOOD AND BEVERAGE INTERN – Venezia Palace Deluxe Resort Hotel

- Ensure cleanliness of work areas,
- Follow cash handling procedures,
- Prepare set ups for tables and/or rooms.

Antalya, Turkey

05/2011 – 09/2011

FOOD AND BEVERAGE INTERN – Samara Hotel

- Welcome guests in a polite and friendly manner,
- Take and deliver customer orders, consistently demonstrating high levels of customer service.

Mugla, Turkey

27/10/2017 – 23/11/2017

GUEST SERVICE AGENT – Umut Thermal Hotel

- Perform accurate check-ins and check-outs of guests daily,
- Answer the telephone in a timely and professional manner,
- Make reservations over the phone and in person,
- Run daily reports to check reservations for accuracy and identify any special requests.

Denizli, Turkey

05/05/2018 – 10/10/2018

OFFICE COORDINATOR – Aman

Mugla, Turkey

20/04/2020 – CURRENT

FOUNDER – www.healthylifexpert.com

- content writer and founder of this website.
- writing about Pilates, Yoga, Sport, and Healthy Life.

● **EDUCATION AND TRAINING**

09/2012 – 05/2016 – Balıkesir, Turkey

Tourism and Hospitality Management – Balıkesir University Tourism Faculty

- Bachelor degree in university.
- Done with intern in a hotel.

Taken courses: English, German, Human Resources Management, Economics, Statistic, Marketing, Tourism Marketing, Accommodation Business Accounting.

GPA: 3,25

09/2008 – 04/2012 – Balıkesir

Accommodation and Transportation – Pergamon Anatolian Vocational High School

10/09/2017 – 15/09/2017 – Denizli, Turkey

Youthpass Certificate – AGEDER, Denizli - Women Entrepreneurs On Move

Women entrepreneurs on the move project which will be actualized with AGEDER young people by utilizing international experiments, and we will set a network which will work internationally.

● LANGUAGE SKILLS

Mother tongue(s): **TURKISH**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
GERMAN	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DRIVING LICENCE

Driving Licence: **B**

● RECOMMENDATIONS

Gülay ÖZDEMİR YILMAZ
Assistant Professor Balıkesir University

● PROJECTS

Projects

Voluntary TEMA - Environment, 2014
The Hygeine Perception of the Workers in the Housekeeping Departmantms in this Research
(Thesis) - Balıkesir University, 2016

● HONOURS AND AWARDS

Honours and awards

Honour Certificate (Honour Student) - Balıkesir University, 2015
Honour Certificate (Honour Student) - Balıkesir University, 2016

● ORGANISATIONAL SKILLS

Organisational skills

- Being able to develop new ideas,
- To be able to lead the team,
- Make quick decisions.,
- Experience in social and educational work with children and youngsters,
- Communication and networking with other institutions.

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Effective written oral communication,
- Tendency to team work,
- Participate in group discussions,
- Excellent contact skills with children gained through my experience on youth field.
- Excellent contact skills with people in social exclusion gained through my experience as social worker.

● JOB-RELATED SKILLS

Job-related skills

- Using Office programmes such as Word, Excel, Power point,
- Using computer Hotel programming,
- Organizing routine servicing schedules.

● OTHER SKILLS

Other skills

- Dealing with sports especially football and basketball, amateur photography, -love to meet different cultures,
- Reading popular science magazine regularly,

● CERTIFICATIONS

Certifications

- Pre- Business Research Process and Techniques Job Interview,
- Changemakers Team Training,
- Business Success Secrets,
- Protocol Technical Seminar,
- Effective Time Management Seminar,
- Marketing Training,
- Web Programming101 Achievement Certificate / HTML