BEREN BUYUKSENGUR

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SUMMARY

I am eager to gain new experiences and open to communication with people. In my work experiences, I have always been known as an enthusiastic and determined person. Being a team member, acting according to the rules and taking responsibility helped me in my previous workplaces. Painting, horse riding and healthy foods are among my interests.

EDUCATION

09/2021 – 02/2023 : MSc – Strategic Marketing
University Of Sussex, Brighton (UK)

09/2010 - 02/2016 : Bachelor's Degree-Tourism Management
University of Gazi , Ankara (Turkey)

PROFESSIONAL EXPERIENCES

07/2023 – 07/2024 : Growth Marketing Specialist
Côte Restaurant , Brighton (UK)

08/2022 – 06/2023 : Front Of House Supervisor
Côte Restaurant , Brighton (UK)

04/2018 – 07/2021 : Front Office & Guest Service Supervisor
Hotel Les Ottomans, Istanbul (Turkey)

Following proper escalation procedures when addressing guest concerns,
Determining the shifts of colleagues,
Answering guest questions about property facilities/services (e.g. hours of operation, room availability,restricted dates, rates and room types, packages, promotions,entertainment, restaurants, special events),
Identifing repeat guests using appropriate codes,
Using sales techniques when assisting guests in making reservations, including personalizing calls.

04/2017 – 04.2018 : Front Office Receptionist

Obtaining complete guest needs,
Process the pre-accounting transactions into the system,
Organizing airport transfers, daily car rentals and related transportation services,
Informing guests about the rooms.

10/2014 - 01/2015 : Human Resources
Ritz Carlton Hotel, Istanbul (Turkey)

Preparing or updating employment records related to hiring ,transferring,promoting and terminating,
Explaining human resources policies, procedures, laws and standards to new and existing employees,
Ensuring new hire paperwork is completed and processed,
Informing job applicants of job duties,responsibilites, benefits,schedules, working conditions, promotion opportunities, etc.
Overseeing hiring process, which includes coordinating job posts, reviewing resumes, and performing reference checks.

06/2014 – 09/2014 : Human Resources Trainee
Radisson Blu Bosphorus Hotel, Istanbul (Turkey)

ADDITIONAL EDUCATION & CERTIFICATES

06/2013 - 10/2013 : Language School , English from EC Brighton Language School , Brighton (UK)

07/2017 - 12/2017 : Language School – English Ukla Academy , Eskisehir , Turkey

06/2014 – 06/2014 : YES I CAN! Certificate (Radisson Blu Hotel)

IELTS: Overall - 6.0

PERSONAL SKILLS

Proficient in using Statista for market and industry research**.**

Good Command of Microsoft Office Tools,
Good Command of Fidelio v8 Suite & Opera Hospitality Management System
Good Command of Meyer & Poldy HR Management System

References available upon request.