



EROL OĞUZHAN ÖZDEMİR

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PROFILE

- Attention to detail and eager team player with an outgoing personality
- Responsible and dedicated worker who learns quickly
- Friendly and self confident personality
- Excellent leadership skills
- Expert knowledge of the selling process and effective sales techniques
- Great presentation and organization skills

PROFESSIONAL EXPERIENCES

Hyatt International, 03/19 –Present

Cluster Assistant Manager - Corporate Sales

(Park Hyatt Istanbul -Grand Hyatt Istanbul -Hyatt House Gebze)

Istanbul, Turkey

- Leading, coaching and supporting sales team
- Ensuring sales team provides with professional and customer oriented service according to Hyatt brand standards
- Building and developing strong relationship with both old and new customers.
- Visiting clients and entertaining them within the hotel.
- Actively promoting and selling hotel rooms and other facilities.
- Acting as a liasion between Director of Sales and sales team
- Providing operational support to internal departments
- Providing weekly reporting on sales activity
- Responding to guest concerns, requests, questions or problems.
- Managing RFP accounts during a certain period yearly.

Hyatt International, 07/17 –03/19

Cluster Corporate Sales Executive

(Park Hyatt Istanbul -Grand Hyatt Istanbul -Hyatt House Gebze)

Istanbul, Turkey

- Building relationship with new customers and companies
- Organizing site inspections for product presentation
- Actively promoting and selling hotel rooms and other facilities.
- Acting as a team supervisor
- Using negotiation and communication skills to sell rooms.
- Providing weekly reporting on sales activity
- Managing RFP accounts during a certain period yearly.

The House Hotel Collection, 08/16 – Present

Istanbul, Turkey

Sales Executive

- Analysis local market trends and competitor activity to identify new business leads,
- Develop customer accounts and travel within the local area to drive business into the specific hotel /cluster and to increase market/costumer share in all revenue streams.
- Negotiate room rates/packages with corporate clients.
- Develop and implement creativ local marketing channels
- Participating in international fairs and workshop (Example Feb.2017 Mercan Tourism Kuwait-Bahrain Workshop)

Titanic Hotels-Kartal , 10/15 – 07/16

Istanbul, Turkey

Sales Executive

- Additionally to the core responsibilities of the previous role;
- Effectively took an active role in sales call activities by visiting potential companies and agency to present hotel features and facilities
- Achieved overall guest satisfaction by showing them the hotel facilities and rooms
- Conducted market research on competition, tracked business, economy news to identify potential opportunities attended weekly Sales and Revenue Meetings

Titanic Hotels-Kartal , 07/14 – 06/15

Istanbul, Turkey

Sales Representative

- Conducted a research on finding potential costumers interested in staying a reputable hotel
- Performed routine daily tasks including filing, archiving and entering guest information to the Opera database accordingly
- Promote sales by assisting customers and offering suggestions.
- Ability to communicate professionally in person and by phone.
- Stock shelves, counters, and tables with merchandise.
- Provide prompt and courteous service to all customers

INTERN EXPERIENCES

Linkline Event (World Tourism Forum) , (01/2014– 06/2014)

Istanbul, Turkey

Intern, Operation Assistant

- *Event planning, design and production while managing all project delivery elements within time limits*
- *Liaise with clients to identify their needs and to ensure customer satisfaction*
- *Conduct market research, gather information and negotiate contracts prior to closing any deals*
- *Provide feedback and periodic reports to stakeholders*

Wyndham Ocean Boulevard, 05/2013 – 09/2013

Myrtle Beach -USA

Intern, Housekeeping Department

- Basic housekeeping duties include vacuuming, dusting, mopping, surface cleaning and kitchen and bathroom details, making sure all assigned areas of the hotels room are clean, neat and tidy.

Titanic Hotels-Kartal , 05/2012 – 08/2012**Istanbul, Turkey***Intern, Sales Department*

- Conducted a research on finding potential costumers interested in staying a reputable hotel
- Effectively took an active role in sales call activities by visiting potential companies to present hotel features and facilities
- Followed up all necessary details prior to the group's arrival
- Ensured the smooth running of the group's in the hotel
- Performed daily tasks including filing and entering guest information to the Fidelio database accordingly

Anı Tour , 06/2011 – 09/2011**Mugla, Turkey***Inten, Hotel Responsibility for Bodrum location*

- Organize tours by groups or individuals in coaches, cars or on foot
- Communicate with the group/s or their representative/s about the details of the tour – assembly time and place, destination, accommodation, transportation, immigration concerns (if the tour is set abroad) and costs
- Make sure all the members of the tour group follow the schedules set
- During the tour, communicate with your tour group in a cheerful and engaging manner

EDUCATION**SAKARYA UNIVERSITY, 2009 – 2014 Sakarya, Turkey***BA in Tourism Management***TURIBA UNIVERSITY, Autumn 2013 Riga, Latvia***Erasmus Exchange Program***EXTRACURRICULAR ACTIVITIES**

- President of Sakarya University, Genç Turizmciler Derneği (2009 – 2014)
 - Take an leadar of active role as an coordinator at Sakarya University
- Member, YGA – Young Guru Academy
 - Take an active role as a volunteer at ‘ Oku, Düşün, Paylaş Project ’ , delivered voluntary leadership lessons for primary school children
- President, Tourism Community (2009 – 2014)
 - Take an leadar role as a present at Sakarya University

COMPUTER SKILLS

- Opera and Fidelio
- MS Office Programs

FOREIGN LANGUAGES

- English, Advanced Level

PERSONAL INFORMATION

- Nationality: Turkish
- Place & Date of Birth: Istanbul /TURKEY, 06.05.1991
- Military Service: Completed