



ESMA YILDIZ

OPERATIONS SUPERVISOR · HOTEL & TOURISM OPERATIONS SPECIALIST

PROFESSIONAL SUMMARY

Results-driven **Operations Supervisor** and **Hospitality Professional** with **12+ years** of progressive experience spanning **hotel management, airline operations, travel agency coordination, and tourism services** across Turkey and the UAE. Demonstrated expertise in **guest relations management, front office supervision, reservation coordination, airport ground operations, and cross-departmental collaboration** in fast-paced, multicultural environments.

Proven ability to lead high-performing teams, streamline daily workflows, implement service recovery protocols, and consistently elevate **customer satisfaction** scores. Adept at managing logistics for 200+ guests, coordinating multi-property operations, and ensuring strict **SOP and safety compliance**. Seeking a senior **hospitality operations or guest experience management** role in Dubai's tourism and hotel industry.

WORK EXPERIENCE

Operations Supervisor

Jan 2022 – Mar 2026

Jolly Tur / Turkey

Key Achievement: Increased seasonal guest satisfaction scores by 15% through proactive service recovery protocols and real-time feedback systems.

- Supervised end-to-end **daily tourism and transfer operations** for 200+ guests across multiple destinations, ensuring 98% on-time service delivery during peak seasons
- Coordinated **hotel reservations**, group bookings, room block allocations, and guest check-in workflows using PMS and internal reservation platforms
- Served as primary liaison between **hotel front office**, housekeeping, F&B, transportation vendors, and local supplier partners to streamline multi-property operations
- Managed end-to-end **airport-to-hotel guest transfer logistics**, including vehicle fleet scheduling, driver coordination, route optimization, and contingency planning
- Developed and implemented **guest complaint resolution procedures** and escalation protocols, reducing average resolution time from 24 hours to under 4 hours
- Handled high-pressure **customer complaints** with empathy and professionalism, maintaining a consistent 95%+ positive guest feedback rating
- Trained and mentored a team of 8+ operations staff on **SOP compliance**, service excellence, seasonal demand forecasting, and emergency procedures
- Produced daily and monthly **operational performance reports**, tracked KPIs (on-time rate, satisfaction, complaints), and presented insights to senior management
- Coordinated with **DMCs**, local tour guides, and excursion providers to deliver curated guest experiences and upsell premium packages

Reservation & Front Office Officer

Mar 2021 – Dec 2021

Uğur Hotel / Turkey

Key Achievement: Contributed to a 4.5-star average review rating on Booking.com and TripAdvisor through consistent service excellence.

- Managed full-cycle **front desk operations** for a 120-room property including guest check-in/check-out, room assignment, billing inquiries, and late check-out coordination
- Processed reservations via phone, email, walk-ins, and **OTA channels** (Booking.com, Expedia, Hotels.com), maintaining 99% booking accuracy with zero overbooking incidents
- Resolved guest complaints and special accommodation requests swiftly, contributing to a **4.5-star average review rating** across major online travel platforms
- Collaborated daily with housekeeping, maintenance, and F&B to ensure **room readiness**, cleanliness standards, and timely room turnovers
- Handled daily **cash management**, credit card transactions, foreign currency exchange, revenue reconciliation, and night audit support

CONTACT

Dubai / UAE

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EDUCATION

Bachelor of Arts (BA)

Tourism Management – Associate Degree

Van Yüzüncü Yıl University

Turkey · 2008 – 2013

Relevant Coursework:

Tourism & Hospitality Management, Hotel Operations, Marketing in Tourism, Travel Agency Management, CRM, Business Administration

SKILLS

Operations & Management

- Hotel Operations Management
- Front Office & Reception Leadership
- Guest Relations & VIP Services
- Reservation & Booking Coordination
- Revenue & Yield Management
- SOP Development & Compliance
- Quality Assurance & Service Audits
- KPI Tracking & Performance Reporting
- Budget Planning & Cost Control

Leadership & Communication

- Team Supervision & Staff Training
- Cross-functional Team Leadership
- Conflict & Complaint Resolution
- Stakeholder Communication
- Customer Experience Management
- Multicultural Team Coordination

Industry-Specific

- Airport & Ground Operations
- Airline Ticketing & Check-in
- Tour & Transfer Operations
- Event & Group Coordination
- Destination Management (DMC)
- Travel Agency Operations

SOFTWARE & TOOLS

- MS Office (Word, Excel, PowerPoint, Outlook)
- PMS – Opera / Fidelio / Protel
- Amadeus GDS / Galileo / Sabre
- Airline DCS (Departure Control)
- CRM & Booking Platforms
- OTA Extranets (Booking.com, Expedia)
- Google Workspace / Calendar
- WhatsApp Business / Communication Tools

LANGUAGES

- Turkish – Native Speaker
- English – Upper-Intermediate (B2)

Comfortable with business communication, guest interactions, email correspondence, and report writing in English

CERTIFICATIONS & TRAINING

- › IATA Ticketing & Reservation Certification
- › Amadeus / GDS Operator Training
- › Hospitality Customer Service Excellence
- › First Aid & Workplace Safety Compliance
- › Airport Security Awareness & DG Handling
- › Fire Safety & Emergency Evacuation
- › Hotel Revenue Management Fundamentals
- › Food Hygiene & Safety (HACCP Awareness)

PROFESSIONAL STRENGTHS

- ✓ Strong work ethic & reliability
- ✓ Exceptional attention to detail
- ✓ Calm under pressure
- ✓ Adaptable to change
- ✓ Positive & professional demeanor
- ✓ Multicultural awareness
- ✓ Time management & prioritization
- ✓ Analytical & data-driven mindset
- ✓ Self-motivated & proactive

INTERESTS

- Travel & Cultural Exploration
- Hospitality Industry Trends
- Sustainable Tourism
- Guest Experience Innovation
- Professional Development

REFERENCES

Available upon request

WORK EXPERIENCE (CONTINUED)

Airport Operations & Ticketing Staff

Jun 2014 – Dec 2019

Atlas Global Airlines / Turkey

Key Achievement: Processed 300+ passengers daily with zero major ticketing errors over 5 years, recognized as top-performing team member.

- Executed full passenger **check-in, ticketing, and boarding** for 300+ travelers daily using **Amadeus GDS**, airline DCS, and e-ticketing platforms
- Delivered exceptional **customer service** in a high-pressure airport environment, handling flight delays, cancellations, rebookings, and special assistance requests
- Coordinated with **ground handling agents**, ramp operations, cabin crew, load control, and airport security to ensure on-time departures
- Ensured strict adherence to **IATA regulations**, airline SOPs, aviation safety protocols, DG handling procedures, and passport/visa verification
- Assisted with **VIP and business-class** passenger handling, lounge access, priority boarding, excess baggage, and loyalty program inquiries
- Managed **irregular operations (IROPS)** during weather disruptions and technical delays, proactively rebooking passengers and arranging accommodations
- Processed **ticket sales, upgrades**, ancillary revenue products (seat selection, extra baggage, lounge passes), and interline/codeshare ticketing
- Conducted daily **briefings** with shift teams on flight schedule changes, VIP movements, and special handling requirements
- Maintained accurate records of **passenger manifests**, no-show reports, denied boarding logs, and daily operational statistics

Operations Specialist

May 2012 – May 2014

Etstur / Turkey

Key Achievement: Managed tour groups of up to 50 travelers with a 97% satisfaction rate, contributing to a 20% increase in repeat bookings.

- Coordinated daily **tour operations**, excursion scheduling, and destination logistics for groups of up to 50 travelers across multiple Turkish destinations
- Liaised with hotels, local **DMCs**, transport suppliers, restaurant partners, and licensed tour guides to ensure seamless guest experiences
- Managed inbound customer inquiries, **itinerary changes**, last-minute cancellations, and real-time operational problem resolution
- Contributed to seasonal **operations planning**, resource allocation, staff scheduling, and vendor contract negotiations for peak periods
- Prepared and distributed **daily operations sheets**, transfer manifests, hotel rooming lists, and tour schedules to team members and partners
- Assisted with **new product development** by researching destinations, identifying experience providers, and contributing to package pricing
- Maintained **supplier databases**, updated rate sheets, tracked inventory, and ensured accurate data entry in central reservation systems
- Supported **post-tour guest feedback** collection, analyzed satisfaction surveys, and recommended operational improvements to management

ADDITIONAL INFORMATION

Work Authorization: Open to relocation within the UAE and GCC region. Flexible on visa sponsorship.

Availability: Immediately available. Willing to work flexible hours including weekends and shift rotations.

Driving License: Valid Turkish driving license. Willing to obtain UAE license upon relocation.