



ABOUT ME

I hold a Bachelor's degree in Hospitality Management and have gained solid experience in the tourism sector through roles such as receptionist, night reception supervisor, and operations manager at a travel agency.

I also worked at one of Turkey's leading computer companies in technical support, customer service, and sales, which gave me a strong background in technology. In addition, I hold an SDET certification and have knowledge of software testing processes. I am a solution-oriented professional with strong teamwork skills, adaptability, and proven time and stress management abilities. My career goal is to build an international career in either tourism or IT, leveraging my diverse experience on a global scale.

WORK EXPERIENCE

2023 - Present

Fethiye Lovers Travel Agency
Operation Manager

I am a solution-oriented Operations Manager with experience in both tourism and IT. Skilled in teamwork, time and stress management, and dedicated to delivering high customer satisfaction.

2023 - Present

BUGQAI Corp.
Chief Information Officer

As CIO at BUGQAI Corp, i lead technology strategies with a strong focus on digital transformation and innovation.

2022-2025

MERSYS LLC
SDET, QA

As a Software Development Engineer in Test (SDET), I specialize in automation testing, debugging, and quality assurance. With strong analytical skills and a solution-oriented mindset, I aim to ensure high quality and efficiency in software projects.

2019-2022

IAOSB Nedim Uysal
Officer, Front Desk Helper

I have experience as a receptionist, front desk staff, and management assistant in the tourism and service sectors. I am a solution-oriented professional with strong communication skills, dedicated to delivering excellent guest satisfaction.

EDUCATION

Tourism and Hotel Management
Pamukkale University
2012

Hospitality Management
Anadolu University
2016

SKILLS

Management



Leading



Team Work



Discipline



Critical Thinking



Turkish



English





CONTACT



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Fethiye / Mugla / TURKIYE

Dear Hiring Manager,

With a unique background that bridges both the tourism and technology sectors, i bring a diverse set of skills and experiences that make me a strong candidate for dynamic and challenging roles. My career journey has taken me from front-desk operations and guest relations in hospitality to operations management in travel services, while also building expertise in IT support, customer service, and software testing (SDET certified).

What sets me apart isn't only my ability to adapt quickly to new environments but also my proven track record of managing high-pressure situations with effective time and stress management skills. I thrive in multicultural and team-oriented environments, and i consistently aim to deliver high-quality results, guest satisfaction, and operational efficiency.

I'm eager to bring this blend of tourism expertise and technical know-how to your organization, contributing to innovative solutions and long-term success.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with your team's needs.

Sincerely,

Birkan Arslan Filiz