

Tevfik Demirciftci

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Education

- **The University of Nevada, Las Vegas/UNLV** **August 2017-August 2020**
Ph.D. in Hospitality Administration/GPA: 3.85/4.00
Dissertation: An examination of the role of online reviews for niche restaurant segments: Casino buffet restaurants
- **Istanbul University, Istanbul/Turkey** **October 2014-October 2019**
Ph.D. in Tourism Management/GPA: 3.64/4.00
Dissertation: An International Research about the Challenges of Revenue Managers and Knowledge, Skills, and Abilities of Revenue Managers to Overcome These Challenges.
- **The University of Delaware, Delaware/USA** **August 2005-May 2007**
M.S. in Hospitality Information Management /GPA: 3.69/4.00
Thesis- An Analysis of Consistency between Direct and Indirect Distribution Channels and Revenue Management (2007)
- **Bilkent University, Ankara/Turkey** **August 2000-May 2005**
BSc in Hotel Management/ GPA: 3.55/4.00
Received "All Around Best Student Award"; Ranked 2nd top student in Bilkent University.

Teaching Experience

- **Colorado Mesa University**
Assistant Professor **August 2022-Current**
- **Hospitality Operations**
 - Assess the role of management in operations of a full-service hotel.
 - Through a complex hotel simulation, work through issues in each department by understanding basic operations, analyzing the issues, and making decisions to correct and improve the department operations.
 - Assess an eight-week shadowing process of the four major departments in two-week rotations.
- **Hospitality Management Strategies-Hybrid**
 - Evaluate the management process and the leadership strategies available for managing and leading hospitality organizations
 - Appraise the quality movement and continuous improvement processes related to hospitality management strategies
 - Analyze and strategically access the trends impacting hospitality management strategies on a current and future basis.
- **Introduction to Business Analysis-Face to Face**
 - Select correct data collection and sampling methods.
 - Construct appropriate descriptive summaries and graphical representation of data.
 - Identify the appropriate analysis for evaluating a business problem.
- **Hospitality Sales and Marketing-Hybrid**
 - Investigate the marketing mix in hospitality contexts
 - Evaluate economic, competitive, political, regulatory, technology, sociocultural forces for hospitality companies
 - Analyze key performance indicators in hospitality operations
- **Hospitality Info Tech-Hybrid**
 - Understand the competitive advantages of technology in the hospitality industry.
 - Know the basics of computing and networks
 - Know E-commerce and digital marketing in practice
 - Understand strategies for technology in the restaurant, hotel and resort industries

- **Travel Industry-Hybrid**
 - Research and explore the history of the hospitality industry, illustrating the development both past and present.
 - Examine current customer service needs/trends, identifying how industry is approaching/meeting the wants and needs of the new age consumer.
 - Developing understanding of the terminology used throughout hospitality operations and justify the need/importance of them.
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- **Managing Quality Service-Hybrid**
 - Explain the basic principles of quality service management
 - Develop quality service management skills in operations, marketing, and human resources
 - Understand the history and theory of quality and the application to service quality theory
- **Principles of Management-Online**
 - Identify and explain the evolution of management thinking and theories.
 - Describe how managers work through others to accomplish the organizational activities of planning, organizing, leading, and controlling.
 - Analyze and explain the differences between leadership and management and what skills are required to implement, coordinate, and monitor individual and group activities in the workplace.

East Stroudsburg University

Assistant Professor

September 2020-August 2022

- **Recreation & Facilities Management-Face to Face**
 - Identify key trends, challenges and potential problems facing the development and operation of recreation facilities.
 - Familiarize the student with the knowledge and skills necessary for the daily operation of recreation facilities
 - Give the student a background in the planning and organizing of a recreation & leisure operation
- **Hospitality & Tourism Internship Coordinator-Online**
 - Identify, develop and monitor current internship sites
 - Provide leadership and direction in the areas of individual assessment, educational choices, career-planning and development and employment strategies for students
 - Assess the effectiveness of internship programs
- **Seminar in Hospitality & Tourism Management-Online**
 - Demonstrate and evaluate content knowledge in the field of Hospitality and Tourism Management.
 - Utilize and develop skills in critical thinking, effective communication and leadership.
 - Recognize and support the merits of community service, ethical behavior and social responsibility in a global society.
- **Hospitality Training & Staff Development-Online**
 - Demonstrate and apply the ability to communicate both orally and written.
 - Demonstrate content knowledge in the field of Hospitality Management.
 - Recognize, analyze, and evaluate the global challenges of the service industry.
- **Principles of Lodging Management-Online**
 - Demonstrate and evaluate content knowledge in the field of Hospitality and Tourism Management.
 - Identify and contrast theoretical and practical experiences necessary to become industry professionals.
 - Utilize and develop skills in critical thinking, effective communication, and leadership.
- **Hospitality Financial Management-Online**
 - Explain financial accounting terminology while building more accounting knowledge for financial analysis

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- Review basic economic equations for application for financial analysis and managerial decisions
- Understand, develop, and apply financial managerial decisions from financial statements.
- **Introduction to the Hospitality & Tourism Management-Online**
 - List and describe the structure and organization of the hospitality and tourism industry.
 - Explain the responsibilities and duties of a manager in the hospitality industry.
 - Aid the student in identifying a career that matches their professional goals.
- **Hospitality & Tourism Human Resources-Online**
 - Provide the student with an understanding of the language, terms, and responsibilities of the personnel department.
 - Define and explain how the human resource department relates to other departments of operation in the hospitality industry.
- **Contemporary Legal & Ethical Aspects of Hospitality-Online**
 - Examine the relationship of the hotel industry to English Common Law.
 - Interpret a legal case by establishing the legal relationships and responsibilities, outlining the facts, and applying the appropriate rule of law.
 - Critically analyze the current legal responsibilities associated with managing a hotel or restaurant in the U.S.

The University of Nevada, Las Vegas
Research and Teaching Assistant
Courses Taught at UNLV

August 2017-August 2020

- **Industry Computer Applications for Hospitality & Tourism-In Person**
 - Identify the major information systems used by the hospitality industry, their roles, and important managerial issues associated with them.
 - Define key terminology and concepts associated with hospitality IS&T.
 - Identify trends and potential opportunities for applying IS&T in hospitality settings to gain competitive advantage through customer service enhancements, cost reductions, revenue generation, and new product/service offerings.
- **Food and Beverage Cost Control-In Person**
 - To provide an understanding of the factors which affect food, beverage, and labor costs in foodservice operations
 - To explain the various analytical techniques that may be used to understand the profitability structure of food and beverage operations.
 - Be able to use information from yield tests and recipe costs.
- **Facilities Management-Online**
 - To describe how a hospitality facility's building components and systems function as well as their importance to the creation and delivery of the company's services/products.
 - To explain essential maintenance and engineering management concepts and systems for the hospitality industry
- **Internship Coordinator-Online**
 - Identify, develop and monitor current internship sites
 - Provide leadership and direction in the areas of individual assessment, educational choices, career-planning and development and employment strategies for students
 - Assess the effectiveness of internship programs

Ozyegin University
Full-Time Instructor Istanbul/Turkey
Courses Taught at Ozyegin University

September 2014-August 2017

- **Introduction to Hotel and Restaurant Business-In Person**
 - Explaining the role and function of the hospitality business in society
 - Analyzing the recent local and global business and economic developments
 - Analyzing the broad scope of opportunities in the hospitality business world
- **Process Design for Hotels-In Person**
 - Describing the basics of business process activities

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- Identifying business process improvement opportunities through benchmarking and process re-engineering in the hotel business
- Understanding the principles and benefits of proven analysis and design techniques
- **Senior Project-In Person**
 - Developing the ability to conduct literature searches through the library and internet resources.
 - Developing a bibliography of research articles pertaining to the area or topic of focus
 - Development of a portfolio of a research article and their summaries
- **Revenue Management Strategy in the Hotel Industry-In Person**
 - Explaining the concept of revenue management and the history of its development
 - Explaining how forecasting demand and room availability drives tactical revenue management.
 - Defining capacity management and how to use it for revenue management.
- **Technology in Hotel and Tourism Industry-In Person**
 - Developing a basic understanding of hospitality technology applications
 - Learning how to utilize information systems to make better decisions.
 - Understanding the concept of online computer security and payment systems and its importance for e-commerce.
- **Robotics Applications and Management in the Hospitality Industry-In Person**
 - Defining and explaining the concept of robotics of future
 - Illustrating the capabilities of automated robotics systems in hospitality organizations
 - Comparing and contrasting the pros and cons of robotics in hospitality operations

Peer-Reviewed Publications

- **Demirciftci, T.**, Belarmino, A. and Raab, C. (2023), "An application of choice-based conjoint analysis to measure willingness to pay for casino buffets", *International Hospitality Review*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/IHR-12-2022-0059>
- **Demirciftci, T.**, Erdem, M., Baloglu S. & Bilgihan, A. (2023). Examining the role of personal traits on guest room technologies. *Journal of Hospitality and Tourism Insights* <https://doi.org/10.1108/JHTI-11-2022-0529>
- Cifci, I, Ogretmenoglu, M, Sengel T, **Demirciftci, T** & Kandemir Altunel, Gizem (2022). Effects of Tourists' Street Food Experience and Food Neophobia on Their Post-Travel Behaviors: The Roles of Destination Image and Corona-Phobia, *Journal of Quality Assurance in Hospitality & Tourism*, DOI: 10.1080/1528008X.2022.2151550
- **Demirciftci, T.** (2022). How To Be a Successful Revenue Manager: A Case from the Marriott Turkey Cluster. *Journal of Tourismology*, 8(1), 1-11. <https://doi.org/10.26650/jot.2022.8.1.1038134>
- **Demirciftci, T.**, Belarmino, A (2022). A cross-cultural study of competitive intelligence in revenue management. *Journal of Revenue & Pricing Management*. 21, 691-699
- Karagoz, H.A., **Demirciftci, T.**, & Erkmén, E. (2022). Local restaurants' effect on tourist experience: a case from Istanbul. *Journal of Economy Culture and Society*, 65, x-x. <https://doi.org/10.26650/JECS2021-1007826>
- **Demirciftci, T.**, Belarmino, A., Chen, C.-C., & Cetin, G. (2021). Understanding the Gap between University Revenue Management Courses and the Job Market. *Journal of Hospitality & Tourism Education*, 1-12. <https://doi.org/10.1080/10963758.2020.1868318>
Citation Metrics: 1.3 (2019) Scopus Cite Score, 0.781 (2019) SNIP, SJR (2019) 0.311

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- **Demirciftci, T.**, Chen, C. and Erdem, M. (2020). "A tabulation of information technology and consumer behavior in hospitality revenue management research", *Journal of Hospitality and Tourism Technology*, 11(3), 575-587.
<https://doi.org/10.1108/JHTT-02-2019-0018>
Citation Metrics: 4.3 (2019) Scopus Cite Score, 1.334 (2019) SNIP, SJR (2019) 0.89
- Belarmino, A., **Demirciftci, T.** & Zhang, L. (2020). Online reviews and travel magazine awards: their influence on willingness-to-pay. *Journal of Revenue & Pricing Management*.
<https://doi.org/10.1057/s41272-020-00256-0>
Citation Metrics: 1.4 (2019) Scopus Cite Score, 0.696 (2019) SNIP, SJR (2019) 0.373
- Belarmino, A., Raab, C. & **Demirciftci, T.** (2020). The impact of resort fees on perceived fairness and destination brand image: An exploratory study. *Journal of Revenue & Pricing Management*. Vol. 19, 129-137.
<https://doi.org/10.1057/s41272-019-00218-1>
Citation Metrics: 1.4 (2019) Scopus Cite Score, 0.696 (2019) SNIP, SJR (2019) 0.373
- Ozgur Ozdemir, Ezgi Erkmen & **Tevfik Demirciftci** (2019). The effect of brand diversification on IPO returns: An examination of restaurant IPOs, *Journal of Foodservice Business Research*, Vol. 22(6), 483-508,
<https://doi.org/10.1080/15378020.2019.1653150>
Citation Metrics: 1.8 (2019) Scopus Cite Score, 0.618 (2019) SNIP, SJR (2019) 0.338
- Emre Cengiz, Funda Cengiz, **Tevfik Demirciftci** & Cihan Cobanoglu (2018) Do food and beverage cost-control measures increase hotel performance? A case study in Istanbul, Turkey, *Journal of Foodservice Business Research*, 21(6), 610-627.,
<https://doi.org/10.1080/15378020.2018.1493893>
Citation Metrics: 1.8 (2019) Scopus Cite Score, 0.618 (2019) SNIP, SJR (2019) 0.338
- **Demirciftci, T.**, Cetin, G. & Bilgihan (2017)., A. Coping with RM challenges in hospitality education. *Journal of Revenue Pricing Management*, 16, 499–512.
<https://doi.org/10.1057/s41272-017-0086-0>
Citation Metrics: 1.4 (2019) Scopus Cite Score, 0.696 (2019) SNIP, SJR (2019) 0.373
- Cetin, G., **Demirciftci, T.**, & Bilgihan, A. (2016). Meeting revenue management challenges: Knowledge, skills, and abilities. *International Journal of Hospitality Management*, 57, 132–142. <https://doi.org/10.1016/j.ijhm.2016.06.008>
Citation Metrics: 8.0 (2019) Scopus Cite Score, 2.967 (2019) SNIP, SJR (2019) 2.217
- **Demirciftci, T.**, Cobanoglu, C., Beldona, S., & Cummings, P. R. (2010). Room rate parity analysis across different hotel distribution channels in the U.S. *Journal of Hospitality Marketing & Management*, 19(4), 295-308.
<https://doi.org/10.1080/19368621003667010>
Citation Metrics: 6.8 (2019) Scopus Cite Score, 1.741 (2019) SNIP, SJR (2019) 1.517

Practice Research

- Istanbullu Dincer, F, Demirciftci, T, Kuçukali, S, Erdogan, M , Balik, M , Azili, O , Gokkaya, S (2017) The evaluation of tourist guide occupation within the scope of free movement service in European Union. *Applied Social Sciences Journal*, 1 (1), 20-32.
<https://dergipark.org.tr/en/pub/iuusbdi/issue/29882/310887>
Index: Sobiad, Dergipark Academia
- Demirciftci, T., Akova, O., & Mamadi, Z. (2016). Restaurant revenue management applications in 1st class restaurants in Istanbul. *Journal of Tourism and Gastronomy Studies*, 4(4), 20–38.
<https://www.jotags.org/page/20/>
Index: Index Copernicus International, Global Impact Factor, ASOS (Social Sciences Index)

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- Demirciftci, T., & Kızıllırmak, I. (2016). Strategic branding in hospitality: Case of Accor Hotels. *Journal of Tourismology*, 2(1), 1-15.
<https://dergipark.org.tr/en/pub/iuturizmoloji/issue/24615/260504>
Index: ASOS (Social Sciences Index), Sobiad, Dergipark Academia
- Demirciftci, T. (2006). An analysis of e-procurement applications and trends in hotels a pilot study. *Hosteur*, 15 (2), 25-31
<https://eurochrie.org/publications/hosteur/>
Index: ICHRIE

Book Chapters

- **Demirciftci, T.** (2022), Global hotel revenue management challenges. In Aktaş, G., & Kozak, M. (Eds.). (2022). *International Case Studies in Tourism Marketing* (1st ed.). Routledge.<https://doi.org/10.4324/9781003182856>
- Ozdemir, O. & **Demirciftci, T.** (2019), Sustainable tourism development. Issues and applications in the Mediterranean region. In Tuzun, I.K., Ergul, M., & Johnson, C. (Eds.), *Sustainable tourism practices in the Mediterranean* (1st ed.,pp. 11-23). Routledge.
<https://doi.org/10.4324/9781315104911>
- Kwansa F., Mayo C. & **Demirciftci, T.** (2006). The importance of intangible assets trends & patterns. *Handbook of hospitality strategic management*. In M. Olsen & J. Zhao. (1st ed.,182-201). Elsevier.
<https://doi.org/10.1016/B978-0-08-045079-7.00008-9>

Conferences

- Mathwich, B, Demirciftci, T., DeMicco Fred. (2023, July). The Planning and development of a University-based Retirement Community(UBRC): A strategic campus opportunity (Poster Presentation). ICHRIE Conference. Phoenix, Arizona
- Goktas, L, Demirciftci, T.,Cetin.G.(2023, March). Factors Affecting Willingness to Pay Tourist Tax. *Managing Tourism Across Continents*. Istanbul/Turkey
- Demirciftci, T., Belarmino, A, & Raab, C. (2023,16-18 February 2023) Google Review Analysis of Casino Buffet Restaurants on the Las Vegas Strip. *Western Chrie*, Las Vegas/NV
- Ebru Avci, Demirciftci, T., A, Cetin, G (2023, January). Identifying the Attributes of Ideal Golf Tourism Destination: The Case of Belek, Antalya/Turkey: A SWOT Analysis. The 28th Annual Graduate Education & Graduate Student Research Conference. Anaheim, California
- Demirciftci, T., Raab, C & Belarmino, A (2021, July 26-31). Analyzing Satisfiers and Dissatisfiers for Casino Buffet Restaurant: Buffet at Bellagio [Paper presentation]. ICHRIE Conference. Virtual. <https://bit.ly/3leV6QT>
- Demirciftci, T., Belarmino, A (2020, February 6-8). Competitive intelligence in the hospitality industry. Perspectives of Las Vegas revenue managers: A pilot study [Paper presentation]. Western Federation CHRIE Conference, Pomona, CA, United States.
<https://bit.ly/3e57Ar1>
- Demirciftci, T; (2020, February 27 -29). Competitive intelligence in the hospitality industry. Perspectives of Turkish revenue managers. A Pilot Study [Poster presentation] UNLV 22nd Annual Graduate & Professional, Student Research Forum, Las Vegas, NV, USA. <https://bit.ly/3b1xBp0>
- Demirciftci, T., Raab, C & Belarmino, A (2020, January 3-5). Is restaurant rebranding more impactful on customer reviews than restaurant renovations [Paper presentation]?

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25th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, USA. <https://bit.ly/2Pjs1WI>

- Demirciftci, T., Belarmino, A (2019, September 30-October 3). Competitive intelligence in the hospitality industry: Perspectives of Turkish revenue managers. A Pilot Study [Paper presentation]. Globe 2019 Conference, Istanbul, Turkey. <https://bit.ly/3sDk6lv>
- Demirciftci, T., Belarmino, A (2019, July 23-27). Stars, diamonds, and trophies: Are user-generated star ratings more impactful than magazine awards on guest willingness-to-pay [Paper presentation]? ICHRIE Conference, New Orleans, LA, USA. <https://bit.ly/3sC8ZJh>
- Ozdemir, O., Erkmen, E. & Demirciftci, T. (2019, February 6-8), Brand diversification and IPO returns: The case of restaurant IPOs [Paper presentation]. West Federation CHRIE Conference, Sonoma, CA, USA. <https://bit.ly/3q04p67>
- Demirciftci, T; Kizilirmak, I; Gurel Cetin (2019, January 3-5) Documenting the presence and influence of I.T. in hospitality revenue management research [Paper presentation]. 24th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism Houston, TX, USA. <https://bit.ly/3uAis5Q>
- Demirciftci, T; Cetin, G; Erdem, M, Kizilirmak, I; (2018, July 25-27). Improving revenue management curriculum in hospitality schools. Perspectives of revenue managers and hospitality schools [Paper presentation]. ICHRIE Conference, Palm Springs, CA, USA. <https://bit.ly/3sC8ZJh>
- Demirciftci, T; Erdem, M; (2018, February 3), Improving revenue management Curriculum [Poster presentation] UNLV 20th Annual Graduate & Professional, Student Research Forum, Las Vegas, NV, USA. <https://bit.ly/37TaRWo>
- Demirciftci, T; Cetin, G; Dincer, F. (2018, January 3-5). Improving revenue management education [Paper presentation]. 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, USA. <https://bit.ly/3dPH70b>
- Lee, Samuel; Demirciftci, Tevfik; Erdem, M. (2018, January 3-5). Examining the expectations for hospitality technology education: A management perspective (Poster Presentation). 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, USA. <https://bit.ly/3dPH70b>
- Demirciftci, T., Demirkol, Sehnaz (2016, 20-23 October). Analysis of effective use of online distribution and online distribution channels in accommodation business [Paper Presentation]. 17. National Tourism Congress, Bodrum, Turkey. <https://bit.ly/3kuSdZN>
- Demirciftci, T., Demirkol, Sehnaz (2016, April 07-09). Branding in hospitality operations [Paper Presentation]. 1. National Alternative Tourism Congress, Erzincan, Turkey. <https://bit.ly/3kC5Czy>
- Çetin, G., Bilgihan, A., & Demirciftci, T. (2015, June 18-21). A typology of challenges in hospitality revenue management [Paper Presentation]. The 5th Advances in Hospitality & Tourism Marketing and Management (AHTMM), Beppu, Japan. <https://bit.ly/3sxKmgT>
- Aslan, A., Yaşar, G., Çetin, G., Akova, O; Balık, M; Demirciftci, T. (2015, September 8-10). Tourism engagement: Co-creating well-being [Paper Presentation]. 6th Advances in Tourism Marketing Conference, Joensuu, Finland. <https://bit.ly/3ksGGdA>
- Gocmen, B., Demirciftci, T., Cetron, J. & Miller, B. (2007, January 4-6). The development of technology services available at major convention centers in the USA [Paper Presentation]. 12th Annual Hospitality and Tourism Graduate Student Education and Research Conference, Houston, TX, USA.

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- Demirciftci, T. & Cobanoglu, C. (2007, January 4-6). An analysis of e-procurement application and trends in hotels: A pilot study [Paper Presentation]. 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.
- 17. Kizildag, M., Erdas, D., Demirciftci, T., Ozdemir, O., & Cobanoglu, C. (2007, January 4-6). The impact of technology in hotels: A case study of Istanbul and Ankara hotels. 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.

Academic Service Experience

- ICHRIE Travel and Tourism Special Interest Group Vicechair.
- Ad-Hoc Reviewer for Journal of Hospitality and Tourism Technology, Tourism Economics, Work Ethics, Journal of Hospitality and Tourism Insights.
- Reviewer for Hospitality and Tourism Information Technology Textbook, Hotel and Guest Room Technology Chapter

Awards & Certificates

- AHLEI-Certified Hospitality Educator October 2022
- Colorado Mesa University-Online Teaching Essentials Certificate
- AHLEI-Certification in Hotel Industry Analytics November 2017
- CVENT Supplier Network-Certificate of Excellence-May 2017
- InnRoad PMS Training-May 2017
- Fong Graduate Scholarship in memory of Bob Brown (1,000\$). Fall 2019
- UNLVino Scholarship (1,000\$). September 2018-February 2019
- Top Student among 800 students in Istanbul Anatolian Hotel & Tourism Management
- Certified Revenue Management Executive-Hospitality Sales & Marketing International (HSMIAI)
- LinkedIn Learning-Excel Filtering Data for Beginners
- LinkedIn Learning-Core Strategies for Teaching in Higher Education
- LinkedIn Learning-Excel Quick Tips
- LinkedIn Learning-Introduction to Formatting
- LinkedIn Learning-PivotTables for Beginners
- LinkedIn Learning-PowerPivot for Beginners
- LinkedIn Learning-Learning Excel Desktop (Office 365)
- LinkedIn Learning-Setting up a Database in Excel 2013
- LinkedIn Learning-PowerPoint Quick Tips
- LinkedIn Learning -Word: Mail Merge for Beginners
- LinkedIn Learning - Learning Word Desktop (Office 365)
- LinkedIn Learning -Outlook: E-mail Signatures for Beginners
- LinkedIn Learning -Certificate of Statistics Foundations 1-2-3
- LinkedIn Learning -SPSS Statistics Essential Training-SPSS for Academic Research
- LinkedIn Learning -Academic Research Foundations: Quantitative
- LinkedIn Learning -Marketing Foundations: Qualitative Research
- Microsoft Excel 2010-Expert Certificate/Specialist Certificate approved by Microsoft.
- IDEAS Revenue Management System Completion Certificate-May 2015
- Bilgi Adam-Digital Media Expert September 2014-February 2015

Work Experience

Polat Renaissance Istanbul Istanbul/Turkey	January 2012-August 2014
Reservation Supervisor and Revenue Analyst	

- Assisting in maximizing rooms' revenue through the management of room inventory, market mix, and pricing strategy
- Configuring HPP, Creating Daily and Weekly Revenue Reports
- Assist in preparation of hotel revenue ongoing results analysis.
- Handle reservation request received via telephone, fax, e-mail or in-person in an accurate, complete and timely manner.

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- ☐ Handle ERS and Wholesale Reservations
- ☐ Note and follow up on guest preferences and special requests.
- ☐ Coordinate mini-hotel inventory and rate accuracy in MARSHA. Process changes, cancellations and new group bookings in PMS and MARSHA
- ☐ Submit report outlining group performance for past, present and future groups focusing on groups past and approaching their cut off dates.
- ☐ In Charge of Three Reservation Agents
- ☐ Process billing, room blocking, and any other reservation tasks related to groups. Assist where necessary to ensure optimum service to guests, visitors, and other departments
- ☐ Assist where necessary to ensure optimum service to guests, visitors, and other departments

**Divan Hotels, Istanbul/TURKEY
Revenue Executive****April 2011-January 2012**

- ☐ Collect, gather, generate and distribute critical data such as market research, distribution channel breakdown/efficiency and audit activity/follow-up
- ☐ Monitor and analyze the competition weekly through competitive shops, internet, news reports to identify selling strategies and emerging trends
- ☐ Preparing monthly online e-channel reports, KPI reports, and month-end reports for all Divan Hotel Chain Hotels
- ☐ Accurate preparation and distribution of collected data for all Revenue Management Meetings
- ☐ Assist in building reports, spreadsheets, and power points.
- ☐ Effectively communicate and support the Revenue Management team on a daily basis
- ☐ Gather data to keep track of all primary goals and indices.
- ☐ Implementing Vertical Booking Channel Manager for Divan Antalya, Divan Bursa, and Divan Bodrum
- ☐ Working as a reservation supervisor in Divan Bodrum for six months.

**Ritz Carlton Bahrain Hotel & Spa Manama/Bahrain
2011****December 2008-January****Reservation Sales Agent-Group Sales Agent**First Class Awarded to Five Star Team Nominee 3rd Quarter 2009

Ritz Carlton Bahrain Hotel and Spa Reservations Department March Quality Award

Certificate of Completion-2010 Segment Mix and Transient Pricing Guidelines
Certificate of Completion-Additional Demand - Marriott's New Demand Methodology
Certificate of Completion-Time Management Part One-Part Two-E-Mail Etiquette
Certificate of Completion-Time Management Part One-Part Two-E-Mail Etiquette
Certificate of Completion-Building Business Acumen Part One-Part Two
Certificate of Completion-How Hotels Make Money and Single Image Inventory
Certificate of Completion-E-Group List-E-Rooming List
Certificate of Completion-Mystique Database System

- ☐ Completion of Revenue Management Training in Ritz Carlton Bahrain Hotel and Spa
- ☐ Produce Daily Pick-Up Report as a Revenue Analyst
- ☐ Ensure all rates, packages and hotel sales strategy information is built and restricted properly in MARSHA, Opera and other third-party sites to maximize revenue and profits
- ☐ Cross Training in the Finance Department as a day auditor
- ☐ Assisting in maximizing rooms' revenue through the management of room inventory, market mix, and pricing strategy
- ☐ Assist in preparation of hotel revenue ongoing results analysis
- ☐ Handle reservation request received via telephone, fax, e-mail or in-person in an accurate, complete and timely manner
- ☐ Handle ERS and Wholesale Reservations in the absence of ERS and Wholesale Coordinators.

**Borgata Hotel Casino-2,000 rooms Atlantic City/USA
Revenue Analyst****June 2007-June 2008**

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- ❑ Collect, gather, generate and distribute critical data such as market research, distribution channel breakdown/efficiency and audit activity/follow-up
- ❑ Monitor and analyze the competition weekly through competitive shops, internet, news reports to identify selling strategies and emerging trends
- ❑ Accurate preparation and distribution of collected data for all Revenue Management Meetings. Prepared meeting minutes for the weekly revenue management meetings
- ❑ Assist in building reports, spreadsheets, and power-points
- ❑ Effectively communicate and support the Revenue Management team on a daily basis
- ❑ Cross Training in the Information Technology Department

**Buddakan at The Playground Atlantic City/USA June 2007-September 2007
Server/Busser**

- ❑ Duties included opening/closing side work, serving guests, running and bussing tables and training new servers
- ❑ Developed communication skills; maintained positive relations with staff and customers in a high-volume, fast-paced restaurant environment
- ❑ Worked with Micros 8700 POS systems and generated daily closing reports

**Kahunaville Restaurant & Bar Delaware/USA December 2005-December 2006
Server****350 seats two meals casual restaurant & bar**

- ❑ Duties included opening/closing side work, serving guests, running and bussing tables and training new servers
- ❑ Developed communication skills; maintained positive relations with staff and customers in a high-volume, fast-paced restaurant environment
- ❑ Worked with Micros 8700 POS systems and generated daily closing reports

**Aramark Corporation-Delaware/USA December 2005-June 2006
Data Entry Clerk**

- ❑ Updated inventory levels on Aramark's food and beverage cost control system
- ❑ Updated the sales levels of UDEL Dining Services on Aramark catering system for three restaurants on a weekly basis

Internship Experience

- ❑ Worked in the Purchasing department of Ritz Carlton Istanbul for nine months and the marketing department of Crowne Plaza Hotel Istanbul for six months
- ❑ Worked as a server & prep-cook in a casual and quick meal restaurant in Reading, the USA for a total of 6 months
- ❑ Intern in the front office and housekeeping department, various hotels in Istanbul for a total of 1 year

Language & Technology

Hospitality Software: Opera PMS, MARSHA, Micros 9700, PAR Springer-Miller SMS|Host, Agilysys LMS, Infogenesis POS, Daylight Sales & Catering Systems

Application Programs: M.S. Access, Excel, FrontPage, Word, PowerPoint, Perseus, SPSS, Microsoft Project, Mediator

Languages: English (Fluent), Turkish (Native), Spanish (Basic)

Volunteer Experiences

- ❑ Member of Hospitality Financial Technology Professionals (HFTP) UNLV Chapter
- ❑ RIA (Regional Institute for Active Learning) Community Giveback Program-Ritz Carlton Bahrain
- ❑ Social Responsiveness Program-Volunteer English Lessons to Primary School Students in suburban areas of Ankara-Turkey
- ❑ Volunteer Reading for visually impaired students in Ankara-Turkey

References

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