

## **Damla Sonmez**

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**Field of Interest:** Human Resources, Training, Restaurant Management

### **EDUCATION**

- **M.S.:** 2019-Present
  - Hospitality Management at School of Hospitality and Tourism Management at MUMA College of Business at University of South Florida (3.89)
  - **Thesis Title:** Customer's Perception of Employee's Appearance in Restaurant Industry
- **B.A.:** 2013-2018
  - Antalya Bilim University
    - Major: Business Administration (3.79)
    - Minor: Tourism and Hotel Management (3.87)

### **TECHNOLOGY COMPETENCIES**

- **Office Applications:** MS Word, MS Excel, MS PowerPoint, MS Outlook
- **Learning Management Systems:** Canvas
- **Online Survey Tools:** Qualtrics, SurveyMonkey
- **Data analyses:** SPSS
- **Video Editing and Presentation:** Camtasia, Prezi

### **EXPERIENCE**

#### **ACADEMIC EXPERIENCE**

- **Research and Teaching Assistant:** (August 2019-Present)
  - Spring21: Hospitality Info Systems and Technology (Graduate level)
  - Spring21: Hospitality Info Systems (Undergraduate level)
  - Fall20: Hospitality Info Systems (Undergraduate level)
  - Fall20: International Food and Culture (Undergraduate level)
  - Spring20: International Food and Culture (Undergraduate level)
- **Volunteer Research Assistant:** (March-June 2016)
  - Marketing and Consumer Behavior courses at Antalya Bilim University, Tourism and Hotel Management Department

## **WORK EXPERIENCE**

- **Corporate Development Executive** (March 2019-July 2019)  
Paloma Hotels, Antalya, Turkey
- **Training and Development Executive** (September 2018-January 2019)  
Barut Hotels, Antalya, Turkey
- **CRM Expert** (July 2018-September 2018)  
HOTECH, Antalya, Turkey
- **Management Shadowing – Human Resources** (February 2018-June 2018)  
Barut Hotels, Antalya, Turkey
- **Human Resources Officer** (June 2017-August 2017)  
Akra Hotel, Antalya, Turkey
- **Team-member in Food & Beverage and Guest Relations Dep.** (June 2010-August 2010)  
Rixos Hotel, Antalya, Turkey

## **HONORS & AWARDS**

- **High Honor Student Certificate**, Business Administration, Antalya Bilim University
- **1st place** in Antalya Bilim University Undergraduate Research Fair with one of her classmates as a two-member team. Research topic: “People’s perception on our lifestyle choices: Tattoo and Headscarf”, under the supervision of Dr. Vivienne J. Wildes (Ph.D. Man-Environmental Relations, The Pennsylvania State University, 2000).

## **SCHOLARSHIP**

- Full Scholarship from University of South Florida (2019-2021).
- Full Scholarship from Antalya Bilim University (2015-2018).

## **REFEREED PUBLICATIONS IN CONFERENCE PROCEEDINGS**

- Gunduz Songur, A., Cobanoglu, C. **Sonmez, D.**, & Moreo, P. (2020). Why Restaurants Fail? A Qualitative Study for Success Factors. Graduate Education and Graduate Student Research Conference in Hospitality and Tourism. Las Vegas, Nevada, January 3-5, 2020.
- **Sonmez, D.**, & Talay, I. (2018). Trainee/applicant analysis for practical training programs with career management at large-scale hotel chains. 3rd Intl Conference on Innovation and Global Issues in Social Sciences, Antalya, Turkey, April 26-29, 2018.
- **Sonmez, D.**, & Talay, I. (2018). Workforce planning for practical training programs in the hospitality industry via multi-criteria decision making and attrition. 5th Intl Conference on Social Sciences and Education Research, Antalya, Turkey, April 20-22, 2018.

## **Under Review**

- **Sonmez, D., & Wildes, V. (2021).** The Headscarf: A study on the perception of headscarves in Turkey. Southeastern, Central and South American Federation (SECSA) 2020 Conference (submitted in December 2020).

## **REFEREED JOURNAL ARTICLES & RESEARCH NOTES**

### **Work in Progress**

- **Sonmez, D., Liu L., & Mistry, T. (2021).** Recruitment Issues in the Hospitality Industry. Journal of Hospitality and Tourism Cases (second round).

## **SERVICE**

### **ACADEMIC SERVICE**

- May 11-13, 2021  
**Conference Organization Committee Member**  
Global Conference on Services and Retail Management (GLOSERV 2021) (online)
- September 30, October 3, 2019  
**Conference Organization Committee Member**  
GLOBE Conference, Istanbul, Turkey
- April 22, 2019  
**Think-Tank Organization Committee Member**  
Think tank about the All-inclusive resort system, Antalya, Turkey

## **PROFESSIONAL MEMBERSHIPS**

- **President,** the Hospitality Financial and Technology Professionals (HFTP) Association at USF (2020-Present)
- **Member,** Association of North America Higher Education International – ANAHEI (2019-Present)

## REFERENCES

**Cihan Cobanoglu, Ph. D. CHTP**

McKibbon Distinguished Chair Professor & Director of M3 Center  
School of Hospitality & Tourism Management  
Muma College of Business  
University of South Florida  
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Editor, Journal of Hospitality and Tourism Technology (JHTT)  
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**Vivienne Wildes, Ph.D.**

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