

IN SHORT

I have spent nine years in restaurants, the last four running shifts for a ninety-seat place in the seventh district. I liked it. I am leaving because the hours no longer fit my life, not because I stopped caring about the work.

Since January 2025 I have been studying bookkeeping at WIFI Vienna in the evenings and finished the course in June with a distinction. I **know that on paper I look like a career changer with no office experience.** What I actually have is nine years of handling money, rosters, suppliers and complaints under time pressure, and a habit of writing things down so the next shift does not have to guess.

I am looking for an assistant role in accounts or administration where the first year is allowed to be a learning year, and where somebody will tell me plainly when I get something wrong.

Selma Yildiz Vienna · selma.yildiz@mail.at · +43 699 812 44 07

WHAT TRANSFERS

Cashing up every night Counting the till, reconciling card takings against the system, chasing the difference when it did not match.	→ Reconciliation The same discipline, with more zeros and better software. This is the part of the bookkeeping course I found easy.
Ordering from twelve suppliers Delivery notes, short deliveries, credit notes, and a monthly argument with one particular drinks wholesaler.	→ Invoice handling Checking what arrived against what was billed, and being comfortable phoning someone about it.
Writing the roster for eleven people Holidays, sick calls, students with exams, and a kitchen that needed covering regardless.	→ Scheduling and coordination Planning around constraints that keep changing, and telling people early rather than late.
Handling complaints at the table Usually while three other tables were waiting.	→ Customer contact Staying calm, fixing what can be fixed, and not promising what cannot.

TRAINING

BOOKKEEPING · WIFI VIENNA · JAN — JUN 2025

Buchhaltung 1 and 2, 160 hours in evening classes alongside full-time work. Final examination passed with distinction. Covered double-entry bookkeeping, VAT, payroll basics and BMD NTCS. I am now working through the Bilanzbuchhalter preparation material in my own time, slowly.

WORK

Shift Lead

Mar 2022 — present

Gasthaus Klee · Vienna · 90 seats, 11 staff

- Responsible for the floor on four to five shifts a week, including the till, the daily cash-up and the handover to the owner.
- Wrote the roster and handled holiday planning for eleven people, nine of them part-time students.
- Ordered from twelve suppliers and checked every delivery note against the invoice. In 2024 I found **€2,300 in short deliveries** across the year that had been paid without anyone noticing.
- Trained six new servers. Two of them are still there, which in this industry is a result.

Server

Sep 2019 — Feb 2022

Café Lindner · Vienna · breakfast and lunch service

- Full-time service, mostly the morning shift. Took over the weekly stock count in the second year.
- Set up the reservation system when the owner finally agreed to stop using a paper book.

Server, then Bar

Jun 2017 — Aug 2019

Hotel Sonnhof · Zell am See · seasonal, four seasons

- Restaurant service in winter and summer seasons, moved behind the bar for the last two.

Apprenticeship, Restaurantfachfrau

Sep 2014 — Jun 2017

Hotel Sonnhof · Zell am See · completed with good marks

DETAIL

SOFTWARE

Learned properly

BMD NTCS (course level), Excel including pivot tables, Word

Used daily for years

Gastrofix and ready2order point of sale, resmio reservations

Getting there

Outlook and Teams. I have used them, not lived in them.

LANGUAGES

German

Native, grew up in Vienna

Turkish

Native, spoken at home

English

B2. Fine with guests, would need a dictionary for a contract.

PRACTICAL

Born1995

AvailableFrom 1 December

NoticeOne month

HoursFull-time, weekdays

LicenceB, no car

REFERENCES

Andreas Klee

Owner, Gasthaus Klee. Knows I am leaving and is happy to be called.

Mag. Ursula Brandstätter

Course leader, WIFI Vienna

Contact details on request.