

# ANGELIA LAY

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## CAREER OBJECTIVES

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I am a motivated and dedicated Postgraduate student passionate in learning and working in a vibrant, fast-paced, international hospitality environment. In the future, I aspire to run my own small hotel or restaurant.

## WORK EXPERIENCE

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| <b>Oct 2018-<br/>Present</b>  | <b>Receptionist (Campus Ambassador)</b><br><b>Blue Mountains International Hotel Management School, Sydney, Australia</b> <ul style="list-style-type: none"><li>• Assisted students including paperwork, payments, and general enquiries</li><li>• Handled incoming phone calls and assisted accordingly</li><li>• Maintained the campus at all times</li></ul>   |
| <b>Jun 2018-<br/>Dec 2018</b> | <b>Guest Service Agent</b><br><b>Sydney Harbour Marriott, Sydney, Australia</b> <ul style="list-style-type: none"><li>• Assisted guests with check-in, check-out, and general enquiries</li><li>• Ensured an exceptional guest experience through attentiveness and personalisation</li><li>• Maintained a professional look and grooming at all times</li></ul>  |
| <b>Apr 2018-<br/>Jun 2018</b> | <b>Food and Beverage Attendant (Applied Course Training)</b><br><b>William Blue Dining Restaurant, Sydney, Australia</b> <ul style="list-style-type: none"><li>• Setting up the tables and other duties as directed by the supervisor</li><li>• Displayed communication skills by handling orders and serving food and beverage</li></ul>   |
| <b>Jan 2018-<br/>Mar 2018</b> | <b>All-round Intern</b><br><b>Star Hardware Pty.Ltd, Surabaya, Indonesia</b> <ul style="list-style-type: none"><li>• Assisted the General Manager in daily operations, including administration work and analysing sales</li><li>• Developed a marketing plan to optimize the company's online and offline marketing efforts</li><li>• Implemented several promotional activities</li></ul>   |
| <b>Nov 2017-<br/>Dec 2017</b> | <b>Team Member</b><br><b>Boost Juice, Sydney, Australia</b> <ul style="list-style-type: none"><li>• Served and ensured exceptional customer experience</li><li>• Maintained store operations, cleanliness and food safety</li></ul>   |
| <b>Nov 2016-<br/>Dec 2016</b> | <b>Consulting Intern</b><br><b>Bizzy Commerce Pty.Ltd, Jakarta, Indonesia</b> <ul style="list-style-type: none"><li>• Conducted competitor analysis regionally and globally, analysed growth potential of the service line</li><li>• Demonstrated analytical skills through developing and analysing value propositions and business model canvas of the company and its competitors, as well as providing product improvements</li></ul> |

- Aug 2016- Tutor**  
**Oct 2016 Kumon Maroubra Education Centre, Sydney, Australia**
- Supervised students and marked worksheets
  - Demonstrated attention to detail by being aware and alert of potential problem

## EDUCATION:

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<b>04/2018 – Present</b>	<b>Master of International Hotel Management</b> Blue Mountains International Hotel Management School Sydney, Australia
<b>03/2015 – 11/2017</b>	<b>Bachelor of Commerce (Marketing &amp; Accounting)</b> <u>Distinction Weighted Average Mark</u> University of New South Wales Sydney, Australia
<b>12/2015 – 02/2016</b>	<b>Cross Institutional Exchange Program</b> Yonsei University (Part of Bachelor's Degree) Seoul, Korea
<b>03/2014 – 11/2014</b>	<b>Foundation Studies</b> GPA 9.4/10 UNSW Global Sydney, Australia

## EXTRA-CURRICULAR ACTIVITIES

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- Administration and Finance Council, *Indonesian Youth Community Sydney*
  - Head of Administration and Events, *Indonesian Youth Community Sydney*
  - Peer Mentor, *PPIA UNSW (Indonesian Students' Association)*
  - Volunteer Crew, *Colour Run Sydney*
  - Interpreter, *Education Consultant*

## SKILLS

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- **Language Skill:** Fluent in English and Indonesian; Elementary Proficiency in Mandarin & Korean
  - Responsible of Service of Alcohol **RSA 2018**
  - **Computer Skill:** Microsoft Office (Advanced in Excel) & Quickbook
  - **Social Media** – Website, Facebook, Instagram

## ACHIEVEMENTS

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<b>Recipient of BMIHMS Scholarship</b> <i>Blue Mountains International Hotel Management School</i>	<b>UNSW Global Legal Studies Award</b> <i>UNSW Foundation Studies</i> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> in cohort for Legal Studies in 2014</li> </ul>
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## WORKING RIGHT AND AVAILABILITY

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I am available to work 40 hours fortnightly during school term, and no restrictions of working hours during school holiday and 6 months' industry placement.

**My 6 months' industry placement will start from April 2019 to September 2019**