

MARKUS LOH

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I am a dependable, detailed and a results-orientated individual. Looking for a challenge in a new environment to further develop my skills in revenue management. Experienced revenue management with a demonstrated history of working in the hospitality industry.

Revenue Management Intern, The Westin Sydney — Jul 2017- Dec 2017

- Ensuring the hotel has an optimal market mix to maximise revenues and profitability
- Market and competitor analysis to understand drivers of demand changes and monitor booking pace
- Daily Forecasting, Inventory balance management, and reporting
- Implementation of pricing strategies, inventory restrictions and make fitting pricing decisions
- Assist in house FITs and Group reservations ensuring smooth operation

Mentoring Scholarship Student - Careers and Employability Teams,

Blue Mountains International Hotel School at Torrens University, Australia — Apr - July 2017

- Point of contact for the student body to answer queries on industry placement
- Email Marketing to promote events to the student community
- Designed marketing resources for guest lectures, interview masterclasses other resources for students

Operations Intern, Pacific Resort Group, Cook Islands Aitutaki — Jul - Dec 2016

- Championed service excellence in Front Desk and Food & Beverage operations
- Conducted site inspections with external tour agents and journalist to promote the resort
- Carried out and managed projects, research and administrative systems

Estate and Facilities Management Intern, Temasek Polytechnic, Singapore — 2006–2008

- Implemented the Operations Service Manual for Temasek Polytechnic's Estates & Facilities Department
- Conducted energy audits
- Carried out administrative duties

Education

Bachelors Of Business (International Hotel and Resort Management)

Blue Mountains International Hotel School at Torrens University, Australia - Enrolled in Jan 2016

- Awarded Dean's List for for Years 2016 and 2017
- Graduate Privilege Partner Program awardee
- Star Awards: Food & Beverage Ambassador
- Mentoring Scholarship Student awardee

Certificate of Introduction To Economics

Nanyang Technological University, Singapore - Dec 2015

Diploma in Green Building and Sustainability

Temasek Polytechnic, Singapore - Mar 2010 to Apr 2013

Additional Skills

- Responsible Service of Alcohol Certificate New South Wales
 - WSET Level 2 Award in Wine and Spirits
 - Fluent in English, Conversational Mandarin and Malay
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References

Name: Ms. Yvette Gordon

Title: Revenue Manager, The Westin Sydney

Address: 1 Martin Place, Sydney NSW 2000

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Name: Ms. Cicilia Chan Gunawan

Title: Revenue Analyst, The Westin Sydney

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Name: Mr. Jordan Delgado

Title: Resort Operations Manager, Pacific Resort Aitutaki

Address: Amri, Aitutaki, Cook Islands

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Email: jordan.delgado@gmail.com

Name: Mr. Philip Maw

Title: Senior Lecturer, Blue Mountains International Hotel School

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