

# Zihan Dang

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Nationality:

## SUMMARY

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I am an innovative and multilingual student who is passionate in hospitality. I have traveled to more than 50 countries to discover the world and the self, in which I respect and value differences of individuals. I am a confident person who has established a Non-profit Organization in 2013, and has experience of creating and implementing policies related to working procedures. I am a good communicator who can provide the enjoyable work environments while providing excellent customer service. I am a national Tea Specialist and a certificated yoga and meditation teacher who understands about balance, health and life.

## EDUCATION

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<b>Blue Mountains International Hotel School</b> <i>Hotel Management</i>	Leura July 2017 - December 2018
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<b>Hotel Institute Montreux</b> <i>Diploma of Arts in Hospitality Business Management</i>	Montreux, Switzerland April 2016 - December 2016
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<b>Isha hata Yoga School</b> <i>Traditional Hatha Yoga Teacher Training</i>	Coimbatore, India July 2015 - December 2015
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<b>Columbia University</b> <i>Psychology</i>	New York, USA January 2015 - June 2015
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<b>Maharishi University of Management</b> <i>Vedic Science</i>	Iowa, USA August 2013 - December 2013
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<b>Cushing Academy</b> <i>High School Diploma</i>	Ashburnham, MA, USA August 2010 - June 2013
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<b>Harvard University</b> <i>Psychology and Religion</i>	Massachusetts, USA June 2012 - August 2012
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## PROFESSIONAL EXPERIENCE

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<b>InterContinental Sydney</b> Guest Relation Agent	Sydney January 2018 - Present
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- Anticipate and address guest's service needs
- Engage each guest as a unique individual and listen attentively to their requests

<b>The Langham Sydney</b> HR Intern	Sydney December 2017 - Present
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- Developing job descriptions, short listing, interviewing and selecting candidates , preparing personal files of the colleagues.
- Manage HR administration such as starters and leavers process.

**Fairmont Blue Mountains Resort**

Guest Relation Agent

Leura

August 2017 - December 2017

- Responsibility for the smooth arrival and departure of all the guests and proactively meeting guests' needs at all times.

**Fairmont Singapore**

Front Office Trainee

Singapore

January 2017 - May 2017

- Responsibility for the smooth arrival and departure of all the guests who stays at executive floor and proactively meeting guests' needs at all times.

**The CAUX-IofC Foundation - Caux conference center**

Buffet Manager

Caux, Switzerland

June 2016 - July 2016

- This is a 1 month voluntary internship, which requires me to make sure the proper and effective running of hot buffet.
- To ensure that there is effective coordination between the kitchen and dinning room at the point of service.

**De'anClub**

President

Boston, USA

January 2013 - April 2016

- Established and launched a successful non-profit organization aiming to strengthen the relationship between American educational culture and Chinese ethnic minority educational culture.
- Coordinated and conducted a varies NGO activities to drive orgnizational growth
- Develop and implemented strategic plans for NGO

**InterContinental Lijiang Ancient Town Resort**

Cross Training

Lijiang, Yunnan, China

January 2016 - March 2016

- Actively participated in a mini management training process with comprehensive exposure in various facets of the hotel through rotations within human resources, front office, food and beverage and housekeeping departments.
- Received intensive training development through attendance in numerous leadership training sessions.
- Proactively networked within the tourism community to gain brand attention and corporate awareness.

**LANGUAGE SKILLS**

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Chinese: Mother Tongue

English: Fluent

French: Pre-intermediate

**COMPUTER SKILLS**

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Micro, Opera, Adobe Acrobat Reader, Microsoft Office (Word, Excel, PowerPoint), MICROS, Visual Budget, Creative Solution, Homesite, Studio, Project Planner, Prezi, Imovie, Pages...

**ADDITIONAL INFORMATION**

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2013: Oneness Meditation Instructor, Oneness University

2014: Guzheng Level 8 (Highest Level: 10), China National Orchestra Society

2015: Yoga Instructor, International Isha Hatha School

**2015: Columbia University Research Administration**

- Financial Conflicts of Interest & Research for PHS Researchers
- FDA Requirements of Sponsor-Investigator Studies
- Managing Research Data, Part 1 & Part
- HIPAA: Health Insurance Portability Accountability Act Research Training Course

**2016: Hotel Institute Montreux**

- Honor Students
- Welfare Director (Student Government)

**2016: American Hotel & Lodging Association**

- Managing Housekeeping Operation with Honor
- Managing Front Office Operation with Honor

**2016:** Occupational Qualification Certificate of Tea Specialist, The Ministry of Human Resources & Social Security, The People's Republic of China

**REFERENCES**

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Michelle Zhang  
InterContinental Lijiang Ancient Town Resort  
Assistant Director of Human Resources  
Email: michelle.zhang@ihg.com

Haris, Haryani  
Fairmont Singapore  
Guest Relations Manager  
Email: Haryani.Haris@Fairmont.com

-> Other references available upon request