

Shuang Ma (Jessica)

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Graduation Visa

Professional Experience

Four Seasons Sydney

Guest Service Agent

10.2018-current

- Ensure the daily work is carried out smoothly and efficiently.
- Deal with guests' questions, complains and come up with solutions.
- Ensure guests have a pleasant stay.
- Provide practical training to all the new employees, as a department trainer.
- Cross-training in the Reservation department, at your service department and executive lounge, to generate a complete rooms division concept.

Hyatt Regency, Sydney

Guest Service Agent at Regency Club

02.2018-06.2018

- Ensure breakfast and canapé are going well.
- Assist chief present fresh and nice food to guests.
- Anticipate and fulfill guest's multiple needs to ensure their stay is memorable and unique.

The Ritz-Carlton, Chengdu **08.2013-09.2017**

Spa Assistant Manager

04.2017-09.2017

- Creating and maintaining Spa lifelong guests.
- Complains solving.
- Advertising seasonal promotions.
- Taking responsibility and control of department cost control and profit control.
- Cooperating with all hotel departments to create a good experience for guests.
- Ensuring equipment's maintenance.

Front Office Supervisor / Management Trainee

12.2016-4.2017

- Building a strong relationship with guests to create loyalty guests.
- Dealing with guest's complaints.
- Training all team members with the brand standards.

Front Desk Coordinator*07.2015-12.2016*

- Training team members with checking-in and checking-out standards.
- Ensuring room assignments follow standards.
- Cooperation between staffs and managers.

Front Desk Agent*07.2014-07.2015*

- Handling guest's checking-in and checking-out process efficiency.
- Communications with all departments for the best stay of guests.
- Handling with upselling and guest enrollment.

Guest Relations Officer Trainee*08.2013-07.2014*

- Fulfill all the guest's needs and expectations and create a "WOW story" for guests.
- Expecting and dealing with guest's complaints, creating lifelong guests for The Ritz-Carlton.
- Being good at in-room checking in for VIP guests.

Education

01.2017 – 12.2019

BlueMountains International Hotel Management school (BMIHM), Australia

Master's degree in international Hotel Management

08.2010 – 06.2014

Tianfu College Southwestern University of Finance and Economics, China

Bachelor's degree in Economics

Extracurricular Activities

- The Employee of the Month Nominee in September 2019, Four Seasons Sydney
- The Employee of the Month winner in May 2019, Four Seasons Sydney.
- The 4th Quarter 5-star employee winner in 2015, The Ritz-Carlton, Chengdu.
- Annual 5-star employee winner in 2015, The Ritz-Carlton, Chengdu.
- Office software, Opera, Vindcard system, POS, Invoice management, PSB system, Spa soft, Hotsos.
- Barista Volunteer at BMIHMS Coffee Cart.
- Volunteer for a non-profit organization Sala Bai

- Volunteer for Hotel Management Awards in 2018
- Rooms Division Ambassador for Front Desk and Housekeeping practical classes at BHIHMS for 1.5 years.

Language

Mandarin (Native), English(Fluent)

References

Name: Wing Lam (Fiona) Yu

Position: Director of Rooms,

Chengdu (previous)

Company Name: Blue Bottle Coffee

Phone number: +85 26 829 6723

Email address: Fiona.w.yu@gmail.com

Name: Yuliya Nazarova

Position: Assistant

Manager of Front Desk

Company name: Four Seasons Sydney

Phone number: +61 423909704

Email address: ladylikeyuliya@gmail.com

Name: Loris Esposto

Position: Masters Applied Coordinator

Company name: BMIHM

Phone number: +61 415066958

Email address:

Loris.esposto@laureate.edu.au