

Nicole Yezi Liu

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Nationality: Canada (eligible to work in Europe)



Objective

I am a detail-oriented creative planner, a great team player and a powerful presenter aiming for continuous improvement. With my passion for hospitality industry, I'm looking for a position in sales and marketing where I can effectively use my expertise to consistently contribute to the successful growth of the company.

Experience

The Pan Pacific Hotels and Resorts, Vancouver, Canada
Bell Service Department Guest Relation Agent

2011 Jan - Dec

- Efficiently handled difficult situations and frustrated guests
- Strategically managed the flow of the tasks at bell service (maximizing working efficiency of teamwork)

The Pan Pacific Hotels and Resorts, Vancouver, Canada
Housekeeping Department Supervisory Trainee (Internship)

2011 Feb - Apr

- Exceeded job expectations by taking the initiative to tackle additional tasks
- Consistently performed high quality work with great time management

Sim Star Mobile Phone Chain, Vancouver, Canada
Sales Agent

2007 - 2008

- Increased average sales to approximately \$2000 per day
- With the award of Star of the month

Education

Les Roches International School of Hospitality Management, Switzerland
MBA Degree in Hospitality Management, Marketing major
Thesis: Employee empowerment strategy in different cultures

2012 Jan - Dec

Vancouver Premier College, Vancouver, Canada
Diploma in Hospitality Management

2010 Sep – 2011 Jun

University of British Columbia, Vancouver, Canada
Bachelor of Arts in Psychology

2007 Sep – 2010 May

Skills & Achievement

- Fluent English and Mandarin; Cantonese intermediate
- Opera operating system & Microsoft office
- Certificate in Food safe, Serving it right, SuperHost Fundamentals, Service Across Cultures and Customer with Disabilities
- AH&LA certificates (American Hotel and Lodging Association)
- Group leader for senior house social services
- School representative of Kwantlen Polytechnic University in assisting the summer promotion campaign

References upon request