Han Li

60 Market Street Melbourne, VIC 3000

Email: Han.li1223@outlook.com

Mobile: 0413 651 083

Portfolio: https://hanl1223.github.io/resume/

CAREER OBJECTIVES

I am a highly data-driven hospitality professional seeking my first opportunity in the machine learning field to apply my skills in data science and machine learning to a real-life setting. I completed a bachelor's degree in hospitality management and am currently pursuing a postgraduate degree in data science.

TECHNICAL SKILLS

- Languages: Python, R
- Frameworks/Libraries: Sci-kit Learn, TensorFlow, PyTorch, PySpark, Kafka
- Tools: Docker, Git, Tableau
- Databases: MySQL, OracleDB, MongoDB
- Cloud: AWS, Azure

PROFESSIONAL STRENGTHS

- Excellent communication skills with fluency in Mandarin and Cantonese
- Exceptional customer service skills, commercial sense, and multi-tasking ability
- Effective team leader and team player who performs well under pressure.
- Using Agile management method for project management

EMPLOYMENT HISTORY

The Como Melbourne – Mgallery by Sofitel

Guest Service Agent/ Duty Manager / Reservation Supervisor(secondment)

February 2021 – January 2023

- Collaborated with all departments to ensure a seamless arrival experience for guests and groups. Successfully resolved over 90% of customer complaints within 24 hours and maintained an overall satisfaction score of 90/100.
- Worked with director of sales and revenue to provide demand insight and assist in creating monthly forecasts.
- Adjusted inventory to reflect daily demand and to optimise revenue.

Pullman & Mercure Melbourne Albert Park

Inbound Reservation Sales Agent

January 2020 – February 2021

- Processing reservations and related enquiry from multiple channels
- Liaise with all related department to ensure every guest and group has a smooth arrival experience. Flagged VIP guest information, preferences, and communicated to related departments.
- Conducted market research and competitor analysis for oversea travel trend.

Marriott International

Reservations Agent

November 2018 – January 2019, June 2019 – January 2020

- Processing reservations and related inquiries from multiple channels.
- Assist reservation manager in inventory control by balancing inventory and managing overbooking, prepare requested report including daily pick up and competitor benchmarking.
- Maintained close communication with all department to ensure smooth arrival experience for guest.
- Collect requested information and assisted the revenue department to conduct price and marketing analysis.

EDUCATION BACKGROUND

Master of Data Science

Monash University, Victoria Melbourne

07/2021 – Current

Bachelor of Hospitality Management

Holmesglen Institute, Victoria Melbourne

06/2016 – 06/2019

REFERENCE

Available upon request