

Han Li

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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.

PROFESSIONAL STRENGTHS

- Proficient in data science programming languages such as Python and R
- Familiar with machine learning and deep learning libraries such as Scikit-learn, TensorFlow, and PyTorch
- Knowledge of SQL for relational database management and Spark for big data processing
- Experience in cloud computing using AWS.
- Strong analytical and problem-solving skills
- 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.

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.

Sheraton Melbourne Hotel

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