

## EDUCATION

### Hackbright Academy, San Francisco, CA

May 2021

- Software Engineering Fellowship - Accelerated software engineering program

### New York University, *Preston Robert Tisch Center*

Dec 2016

- Bachelor of Science in Hospitality and Tourism Management

## SKILLS

Python | Javascript | SQL | HTML | CSS | GIT | JQuery/AJAX | React | Flask | Jinja | Github | Bootstrap | PostgreSQL | MySQL | Excel | Testing | REST APIs | Data Analysis | Agile | Scrum | Spanish | Korean |

## PERSONAL PROJECTS

### P.U.L: Plants Utilize Language [github.com/JeeheeHan/PUL-app]

Inspired by Ikea's 2018 anti-bullying experiment, this full stack web application allows users to provide compliments or insults to a virtual plant and witness the health of the live chat. Each message is distinguished by using natural language processing sentiment analysis

**Tech:** Python | Javascript | SocketIO | Flask | PostgreSQL | Jinja | CSS | TextBlob | Unittest

- Features: User specific login with hashed passwords, csrf tokenized forms, live chat using long polling/websockets, and sentiment analysis tracking

## PROFESSIONAL EXPERIENCE

### Revenue Manager

*Ace Hotel Downtown Los Angeles*

DEC 2018 - Feb 2021

- End to end management of top line revenue forecast and annual plan, including building forecast models, and resulted in at least 8% ahead in market share compared to the competitive set
- Overlooked hotel's new website launch and its reliability with multiple channel interfaces to the PMS
- Constructed and implemented daily, weekly and monthly selling strategies to determine optimal business mix and maximize profit at a 182 keys hotel running multi millions in revenue
- Worked in collaboration with sales team to negotiate contracts, provide strategic pricing solutions to group queries and device selling programs to motivate volume growth
- Identified opportunities for anticipated demand and lead revenue maximization meetings covering strategic planning, performance tracking, and forecast
- Increased productivity and incremental revenue by implementing new incentive programs for upsells primarily for guest contact areas
- Provided oversight to team to keep track with paid search initiatives and keyword opportunities

### Revenue Analyst

*Ace Hotel Downtown Los Angeles*

MAY 2017 - DEC 2018

- Managed daily rates and parity in all distribution channels to ensure correct content and transparency
- Reconstructed value added packages to drive direct traffic which increase total hotel profit \$60K
- Researched and proposed more efficient email handling to guest, reducing customer service dissatisfaction rate and total contact volume for guests
- Designed new tools by automating report-building macros and VBA to improve efficiency and accuracy by reducing manual inputs
- Conducted detailed displacement analysis for all groups and long term businesses

## Internships

JUN 2014 - DEC 2016

*Bouley - Front of House | Westin Times Square - Front Desk | American Guest - Revenue & Reservations | AIPAC - Precision Meetings & Events | St. Regis Monarch Beach - Rooms | St. Regis New York - Sales*