

# Leona Zimmermann

Palestine | Female | 23 years old

*Target MSc: Hospitality Management & Service Innovation*

## PROFESSIONAL EXPERIENCE

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Rooms Division Intern - The Ritz-Carlton, Tokyo June 2024 - Present.

Rotated through Front Office and Concierge departments, managing VIP arrivals and personalized itinerary planning.

Reduced check-in wait times by 10% through a new digital pre-arrival process.

Revenue Management Intern - Accor Group (HQ) January 2024 - May 2024.

Assisted in pricing strategy analysis for 50+ properties in the DACH region, utilizing BI tools to forecast occupancy.

## EDUCATION

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BSc in International Hospitality Management, Ecole Hôtelière de Lausanne (EHL) 2021 - 2024.  
Specialized in Luxury Guest Experience and Asset Management.

GPA: 5.6/6.0.

## SKILLS

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Technical: Opera PMS, Revinate, Power BI, Advanced Excel.

## LANGUAGES

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German (Native), French (Fluent), English (Fluent).

## PERSONAL INTERESTS

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Oenology (WSET Level 2), Alpine Skiing, Photography.