**Lydia Su**

[*Lydiasu118@gmail.com*](mailto:Lydiasu118@gmail.com) *905-906-7118*• *Toronto, ON M8V 1P8*

Sep 11, 2018

Dear HR Manager,

I am writing to express my sincere interest in applying for the roles with Air Canada. I am confident that my skills and professional background are well aligned with the unique requirements of this position.

Enclosed is my resume outlining considerable experience and education within the global travel consulting and sales industry. I am well versed in providing cross-functional leadership and overseeing associated functions to include client relations, excellence customer service, package development, booking flights and accommodations, global travel services, and data management. I hold a proven track record of identifying client needs to provide customized leisure and travel products in line with pre-established budgets. As you will see, my credentials include progressive responsibility with customer service success in various organizations with professional education.

In addition, I am a strong communicator experienced in supervising employee teams, collaborating with international hotel chains and travel agency, and managing relationships with diverse clients, colleagues, and management teams. Throughout my career, I have also been accountable for coordinating travel bookings, managing confidential client information, and responding to customer inquiries to drive increased satisfaction and retention. Further, I am a detail-oriented professional capable of leveraging industry experience and a well education with concentration in hospitality and tourism management to drive the continued achievement of organizational objectives.

I am known as a versatile contributor with experience in all travel consulting and sales functions, exceptional team leadership skills, and the ability to drive ongoing process improvement initiatives.

I look forward to meeting with you to discuss the opportunity and my qualifications in detail. Please do not hesitate to contact me should you require any further information.

Sincerely,

Lydia Su

Enclosure: Resume

Lydia Su

Tel: 905-906-7118 Email: [Lydia.zang@gmail.com](mailto:Lydia.zang@gmail.com)

40 Primrose Ave, Toronto

# Professional Profile

A confident, ambitious and self-motivated achiever, as well as a customer oriented hospitality professional with exceptional time-management, organizational, and interpersonal skills.

# Career Highlights

**SALES COORDINATOR 2010**

*Sheraton Parkway Toronto North Hotel & Suites*

**Essential Duties and Responsibilities**

* Prepared proposal, bits, booking list and contracts.
* Responded sales hotline and emails.
* Acted on guests’ requests and provided initial suggestions to sales enquiries.
* Handled department’s incoming and outgoing mails/fax/correspondence.
* Distributed sales leads and ensured business development managers responded within 24 hours.
* Lead site-inspections, or prepared the show rooms for sales manager.
* Prepared requisite and stock control of collaterals, printed material, stationery, corporate gifts and promotion items.
* Raised the sponsorship letters, vouchers.
* Prepared overseas sales call schedule, workshops etc..
* Ensured proper filling and indexing of all documents.
* Attended weekly sales and event-related meeting every Tuesday, and took meeting minutes.
* Welcome card and VIP welcome card everyday.
* Updated Reader Board everyday with all coming events and menus, and Door Cards.

**SECRETARY of DIRECTOR OF SALES & MARKETING 2006 – 2007**

*InterContinental Shenzhen, China (Soft Opening on Dec 26, 2007)*

I had been one of the elected employees to contribute the pre-opening team. It had been great experience to work with the management team. Provided efficient and comprehensive administrative support and maintained all matters relating to the department in a confidential and professional manner.

**Essential Duties and Responsibilities**

* Engaged in administrative support and worked in partnership with the Director of Sales & Marketing.
* Maintained the utmost confidentiality and discretion when handling department/business affairs.
* Cooperated, coordinated and communicated with sales team.
* Maintained positive relationships and communications with members of all departments.
* Prepare files, reports, correspondence and other relevant business documentation.
* Coordinated international business chamber events.
* Contributed to the Union department committee.
* Elected as representative for the Young Pioneer committee in order to develop young employees.
* First Aid.

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# Career Highlights

SENIOR RECEPTIONIST 2005 – 2006

*Crowne Plaza Shenzhen, China*

**SERVICE EXPRESS AGENT / RECEPTIONIST 2002 – 2004**

*Shanghai Sheraton Grand Tai Ping Yang Hotel, China*

**Essential Duties and Responsibilities**

* Answered telephone calls promptly and courteously.
* Checked all arrivals and ensured that all room blockings were made in accordance to guest/s preferences.
* Assigned the available room for arriving guests and prepared the registration forms, keys etc.
* Welcomed and registered guests.
* Attended to guest’s queries, requests and complaints diplomatically and ensured that these were immediately addressed.
* Ensured that all charges were accurate prior to presentation of bill.
* Closed guest's charges and checked-out room from the system.
* Ensured cash float/house bank was well accounted for.
* Handled of currency exchange with utmost care and accuracy.
* Ensured property safety, first aid and fire and emergency procedures were communicated to guest.
* Logged security incidents and accidents in accordance with hotel requirements
* Promoted to senior receptionist after 10 months at Crowne Plaza Shenzhen.

# Training at InterContinental Shenzhen

*PMS System (Opera / Galaxy), Holidex Revenue System, Delphi System,*

*Banquet Skills (Table arrangement and Selling Skills, Menu, etc.)*

*Sales Strategy Level 1, In The Know, Be My Guest*

# Certifications

**Contributed as a member of the Opening Team towards the successful opening of InterContinental Shenzhen**

# Education

**HOTEL MANAGEMENT PROGRAM 2009-2011**

George Brown College

GPA 3.82/ 4.0

***Work References Available Upon Reques***