

ANNA CHENG

PROFILE

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www.eliserawnsley.com

Taipei, Taiwan

EDUCATION

Public Administration and Policy 2006-2010

National Taipei University

SKILLS

Full Stack Development

Account Management

Customer Service

EXPERIENCES

Account Executive

Destinations of The World

09/2016-10/2017

- Support account acquisitions and management in Taiwan
- Substitute Account Manager of Oceania, Feb-Jun, 2017
- Analyze rate parity, allotment, account metrics for the sales increase

Guest Service Training Coach

Grand Hyatt Taipei

03/2014-09/2016

- Guest Service of Executive Club
- Conduct training when necessary and monthly regards to SOP and product knowledge in order to deliver service with quality
- Hyatt Star (Q2,2014/Q1,Q2,Q3,2015/Q1,2016)

Guest Service Shift Leader

Hotel Eclat Taipei

01/2012-11/2013

- Supervise 3-4 employee
- Best Employee, Aug, 2013

Secretary to President

Euro Yes International Co., Ltd

10/2010-05/2011

- In charges of International Trade, stock management, and administration