

# ANNA CHENG

## PROFILE

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<https://anna770822.github.io/me>

## EDUCATION

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**Public Administration and Policy** 2006-2010

National Taipei University

## SKILLS

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**Full Stack Development**  
**Account Management**  
**Customer Service**

## EXPERIENCES

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### 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