

**Nicole Lem**  
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## **Education**

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2011 – Present

New York University, New York, NY, United States

BA, Global Liberal Studies with a Concentration in Contemporary Culture and Creative Production

Two semesters abroad in Shanghai, China

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## **Relevant Accomplishments and Experience**

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October 2013 – May 2014

YEJO Circle, Intern

Shanghai, China

- Respond to mass amounts of phone and email inquiries about travel activities and opportunities provided by YEJO
- Manage calendars and make appropriate bookings for single participants or large groups
- Update customer database
- Assist in activity development and ensuring quality cooperation with our partnerships
- Responsible for maintaining weekly social media marketing
- Work closely with team members to identify issues in service and propose solutions

May 2011 – January 2013

Balthazar, Maître d'hôtel

80 Spring St.

New York, New York 10012

- Coordinated reservations for a high volume French-American bistro in SoHo, Manhattan
- Oversaw guest intake during peak hours: brunch, lunch, and dinner
- Supervise and coordinate activities of dining room personnel to provide fast and courteous service to patrons
- Adjust customer complaints in a quick and professional manner so as not to disturb surrounding guests
- Responded to prospective client inquiries through phone and in person, directing calls as necessary and forwarding if appropriate
- Work in conjunction with the managers to assure the enjoyment of guests

2012 – 2013 NYU Women's Basketball, Captain

- Organize team meetings for 9-member team of Division 3 women's basketball team
- Oversaw training, welcome, and introduction of new players
- Ensure player commitment and timeliness for daily three-hour practice sessions focusing on teamwork, skill development, and discipline

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## **Additional Qualifications**

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- Computer Skills: MS Office Applications, Adobe, Photoshop, Open Table, and common information database research engines
- Social Media and Blogging Platforms: Facebook, Tumblr, Blogger, Wordpress, Twitter, Instagram, Foursquare
- Language Abilities: Fluent in English and proficient in Mandarin