

YI LIN ONG

Full-Stack Web Developer

New York, United States | 646-763-4227 | yong@nyit.edu | linkedin.com/pub/chauntelle-ong/

PROFESSIONAL PROFILE

- WEB DEVELOPMENT: HTML, Javascript, jQuery, CSS/Bootstrap, Node.js
- Software: MsOffice (Excel, Docs, Powerpoint, Outlook), Mailchimp, Visual Studio Code, IntelliJ, Eclipse

PROJECTS

- Built a single webpage named as Weather Dashboard, used API to display current weather conditions and 5-day forecasts. The application uses HTML, CSS, jQuery, moment.js, Bootstrap CSS framework, and Javascript.
- Group Project: Built a single webpage named as The Travel Center. The webpage uses 4 different APIs to provide real-time traffic and weather information for users. Practical for daily use. Suitable for people who commute or travel often. The application uses HTML, CSS, jQuery, moment.js, Bootstrap CSS framework, and Javascript.

WORK EXPERIENCE

MARKETING ASSISTANT

YAS Home NY Realty Inc. | Manhattan, NYC |

2019-2021

Startup real estate brokerage firm in Manhattan targeting international/foreign students and workers. Prepare customized PDF brochures for clients according to their preference of locations, rent budget, and preferences. Contacting leasing managers of rental buildings to acquire inventory and price information.

- Completed direct sales closing average 10 deals monthly, KPI of \$30,000. Content creation: Generating posts daily on social media platforms such as Facebook, TikTok, WeChat groups, RED, and other online forums that international students commonly use.
- Experience with using Canva, Google Slides, Flat Icon for PPT. Outsource for Graphic Designers to come up with unique posters for seasonal festive occasions. Delivered a clean aesthetic across internal and external materials, including social media channels and presentations.
- Collaborate across functional areas including leasing, management, and customer service to achieve shared goals.
- Liaised with third party businesses like FinTech, moving and cleaning companies.
- Coordinate with clients in China through application and payment process regularly. Negotiate with leasing for more concessions on behalf of clients.
- Communicate with a partner agency in China and update regarding the status of application until lease signed. Reported every single stage of the process to the company's partner agency.
- Point of contact to clients to keep them informed about the status of pending applications to leasing and guarantor's service.

BUSINESS ACCOUNTS MANAGER

Excellence Singapore Pte Ltd. |

Singapore | 03/18-12/18

B2B sales. Identified appropriate financial plans based on customer needs, reviewed and updated client files in the computer database, established and maintained relationships with clients, and professionally responded to customer emails under the direction of senior agents. Sales training conducted by the CEO daily.

- 300-400 cold-calls daily, offering financial loans to small to medium-sized businesses.
- Customer relationship management and coordinating with colleagues to follow through the sales process.
- Preparing of financial data for entry into accounting system
- Bank Reconciliation
- Prepare Management Accounts
- Prepare financial statements

- Prepare tax computations
- Related duties assigned by the Management

HOTEL MANAGEMENT INTERN

| 04/13-10/13

Auberge La Ferniere | Lourmarin, France

As part of our diploma program, internship is mandated for all hospitality and hotel management majors. I learnt the art of French service at SHMS' partnered private hotel resort. Provided exceptional customer service while arranging table setups, wine tastings, and station arrangement. Served all food and beverage stations according to safety and health regulation.

- Shadowed Front Desk agents and fine dining restaurant manager.
- Assisted answering phones, booking reservations, check-ins, check-outs, bell services, and room service.
- Assisted manager and owner on upcoming private event inquiries.
- Became accustomed to dealing with guests' inquiries/complaints and able to make quick decisions to resolve customers' concerns.

EDUCATION

MBA WITH CONCENTRATION IN MARKETING

Manhattan, NYC | 2019-2021

New York Institute of Management |

BACHELOR OF SCIENCE IN MARKETING

Manchester, NH | 2015-2017

Southern New Hampshire University |

DIPLOMA IN HOTEL MANAGEMENT

Caux-Palace, Switzerland | 2012-2013

Swiss Hotel Management School |

SKILLS

- | | | |
|------------------------------------|------------------------|-------------------------|
| • Problem solving | • Attention to detail | • Strategic planning |
| • SEO: Google Ads/Google Analytics | • Time management | • Critical thinking |
| • Team building | • Verbal communication | • Customer Relationship |

LANGUAGES

- | | | |
|------------------------------------|------------------------|-------------------------|
| • Problem solving | • Attention to detail | • Strategic planning |
| • SEO: Google Ads/Google Analytics | • Time management | • Critical thinking |
| • Team building | • Verbal communication | • Customer Relationship |