

HUNG NGUYEN

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Solmsstr. 58C, 60486 Frankfurt am Main

Profile

A highly motivated and experienced hotel management professional with over 20 years in the hospitality industry. Proven track record in sales & marketing, revenue management, customer service, and team leadership. Skilled in utilizing technology to enhance operational efficiency and guest satisfaction.

Experience

SALES & MARKETING DACH & CEE, KERZNER INTERNATIONAL, REGIONAL SALES OFFICE;

FRANKFURT, GERMANY

SEP 2015 - NOV 2023

- Developed and implemented marketing strategies to increase brand awareness and revenue in the DACH and CEE regions.
- Conducted market research to identify new opportunities and trends.
- Managed relationships with key stakeholders and partners.
- Coordinated promotional activities and events.
- Analyzed marketing campaign performance and adjusted strategies accordingly.

PROJECT CONSULTANT, RESERVATIONS AND REVENUE MANAGEMENT, VELAA PRIVATE ISLAND, MALDIVES

MAR - JUL 2015

- Coordinated and supervised daily reservation operations and revenue reports.
- Developed and implemented revenue management strategies.
- Trained staff on reservation procedures and revenue management techniques.
- Monitored booking trends and adjusted pricing strategies to maximize revenue.
- Ensured high levels of customer satisfaction through efficient reservation processes.

RESERVATIONS AND FRONT OFFICE MANAGER, RCI, SCHLIERSEE

MAR 2014 - MAR 2015

- Advised on optimizing booking systems and revenue strategies.
- Managed front office operations, ensuring smooth check-in and check-out processes.
- Handled guest inquiries and resolved complaints.
- Trained and supervised front office staff.
- Implemented new reservation systems to improve efficiency.

RESERVATIONS AND REVENUE MANAGER, ONE&ONLY THE PALM, DUBAI

SEP 2010 - FEB 2015

- Led the reservations team and strategic planning for revenue optimization for a successful hotel opening.
- Developed and implemented revenue management strategies.
- Monitored booking trends and adjusted pricing strategies.
- Trained and supervised reservation staff.
- Ensured high levels of customer satisfaction through efficient reservation processes.

ASSISTANT RESERVATIONS MANAGER, INTERCONTINENTAL ASIANA SAIGON, HO CHI MINH CITY

AUG 2009 - SEP 2010

- Managed front office and reservations, enhancing customer satisfaction and loyalty.
- Assisted in the development and implementation of revenue management strategies.
- Trained and supervised reservation staff.
- Handled guest inquiries and resolved complaints.
- Monitored booking trends and adjusted pricing strategies.

RESERVATIONS AND REVENUE COORDINATOR, ONE&ONLY ROYAL MIRAGE, DUBAI

JUN 2006 - AUG 2009

- Coordinated reservations and revenue management.
- Developed and implemented revenue management strategies.
- Monitored booking trends and adjusted pricing strategies.
- Trained and supervised reservation staff.
- Ensured high levels of customer satisfaction through efficient reservation processes.

RESERVATIONS AGENT, SOFTEL LEGEND METROPOLE HANOI, HANOI

MAY 2005 - JUN 2006

- Supported the establishment of efficient reservation processes for market introduction.
- Handled reservations and customer inquiries.
- Ensured high service quality.
- Assisted in the development and implementation of revenue management strategies.
- Trained and supervised reservation staff.

Education

Certificate in Fullstack Software Development

Neuefische

01/2014 - 04/2024 Frankfurt

Intensive course in JavaScript, React, Astro, MongoDB, and SQL.

Bachelor's Degree

Foreign Trade University

01/2001 - 01/2005 Hanoi

Bachelor of Business Administration - BBA, Business Administration and Management, General

Bachelor's Degree

Phuong Dong University

01/2001 - 01/2005 Hanoi

Bachelor of Arts in English, Han-nom, and Far Eastern Culture.

Skills

Strong interpersonal and communication skills, fluent in German and English.

Expertise in hotel operations and management, especially in the pre-opening phase of luxury hotels.

In-depth knowledge of revenue analysis, budgeting, and forecasting.

Knowledge in fullstack development, including modern web technologies and database management.