

# HANNA DAPHNE EDIZA



## PERSONAL SUMMARY

- Recent graduate in **UX Design** course at CareerFoundry
- Current student in **Frontend Development** course at CareerFoundry
- Current student in the MA program Modern East Asian Studies at Goethe University Frankfurt
- **MBA graduate** from the University of Newcastle Business School, Australia, one of the 250 best universities in the world
- Several years of professional experience in the **hospitality sector**; i.e. at Marriott Hotel in Austin, TX, USA, three Michelin star restaurant Daniel Boulud in Singapore, etc.
- **Transferable skill set** (user research, visual design, customer management, clear communication)
- Extensive **international experiences** in working and studying in Germany, Singapore, USA and the Philippines
- **Tagalog**: mother tongue / **English**: advanced / **German**: (C1) advanced
- Interested in **UX/UI Design**, **(Graphic) Design**, Frontend Development, international business, digitization, marketing, planning & events, languages, and more
- Creative, passionate, highly motivated, independent, and adaptable team player





# HANNA DAPHNE EDIZA

A Munich-based UX/UI Designer, with an MBA degree and a background in hospitality. I see myself as creative and passionate about generating better user experiences by understanding real problems and finding better solutions.

## CONTACT



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## LANGUAGES

TAGALOG

ENGLISH

GERMAN

## SKILLS

USER RESEARCH

PROTOTYPING

WIREFRAMING

USER TESTING

UI DESIGN

## TOOLS

MS OFFICE

FIGMA

INDESIGN

MARVEL

## EDUCATION

01/2021 – 11/2021  
BERLIN, DE

**UX DESIGN CERTIFICATE**  
[CareerFoundry](#)

10/2018 – Present  
FRANKFURT, DE

**M.A. IN MODERN EAST ASIAN STUDIES**  
Goethe University

08/2016 – 08/2017  
CALLAGHAN, AU

**MASTER OF BUSINESS ADMINISTRATION**  
University of Newcastle (Singapore)

## EXPERIENCE

10/2019 – 04/2020  
NEU-ISENBURG, DE

**GLOBAL OPERATIONS VALUE CHAIN INTERN**  
LSG Group - Lufthansa Service GmbH

- Support in Consumer Insights project by analyzing the meal consumption behavior of passengers, and by making recommendations based on the gathered data
- Train and improve the AI tool through data labeling/ data annotation of tray components from thousands of pictures
- Create and design logo for Consumer Insights project
- Lead the Intranet Website project: design and conceptualize intranet page of Global Operations Value Chain department, manage the website structure and create the layout
- Review of web-based training for Occupational Health & Safety and support in finalization of text and visualization using CaT tool
- Support the production of a communication video regarding the Integrated Management System

04/2015 – 04/2016  
AUSTIN, TX, USA

**GUEST SERVICE REPRESENTATIVE / AYS**  
Courtyard & Residence Inn by Marriott Hotels

- Carry out check-ins and check-outs and process reservations
- Prepare financial reports, including KPI overview
- Monitor cost and logistics revenue budgets and settle outstanding costs
- Support the managers in the daily Guest Ledger Report preparation
- Conduct internal trainings, i.e., for new employees or colleagues
- Highlights: Leadership Development Training; Employee of the Month

## EXPERIENCE

**02/2014 – 04/2015**

SINGAPORE, SG

**HOSTESS & SERVICE ATTENDANT**

Daniel Boulud Bistro in Marina Bay Sands

- Guide guests on the selection of F&B in the 3-Star Michelin restaurant
- Support of the service for breakfast, lunch and dinner
- Customer care and complaint management
- Manage customer reservations
- Set up functional rooms and/or service areas

**11/2011 – 07/2013**

SINGAPORE, SG

**FOOD & BEVERAGE EXECUTIVE**

Ginza Bairin by Shinise International Pte Ltd

- Manage daily business (management of customers, income, costs)
- Revenue and profitability responsibility (including cost and monthly inventory management)
- Prepare Daily Management Report for top management in Singapore and Japan, incl. overview of income, costs, utilization
- Manage and coach team members to master the daily operation and to constantly improve and optimize team performance

**05/2010 – 05/2011**

ST. LOUIS, MO, USA

**GUEST SERVICE REP & NIGHT AUDITOR**

Drury Inn Union Station

- Carry out check-ins and check-outs and process reservations
- Process customer complaints and customer inquiries
- Receive hotel reservations
- Prepare financial reports, including KPI overview

**07/2009 – 01/2010**

CAGAYAN DE ORO, PH Hotel Koresco

**CUSTOMER SERVICE REPRESENTATIVE**

- Receive hotel reservations
- Process customer inquiries
- Prepare Sales Report for management in the Philippines & South Korea

**03/2008 – 06/2008**

HOT SPRINGS, VA, USA

**KITCHEN ASSISTANT**

The Omni Homestead Resort

- Ensure the sanitation of equipment and supplies
- Responsible for the storage of all materials and equipment
- Maintain the equipment; e.g. dishwashers, at a high level
- Monitor damage, cleaning agents, etc. for the F&B Director