

JOHNNY JI

jj\_johnny97@hotmail.com +44 74352 88168

**EDUCATION & QUALIFICATIONS**

<b>October 2015 – July 2019</b>	<b>Aston University, United Kingdom</b> <b>BSc Politics and Economics, Upper Second Class</b>
	<b>Korea University, South Korea</b>
<b>September 2013 – July 2015</b>	<b>Mill Hill County Sixth Form</b> <b>A-levels</b> Economics (B)                      Geography (C)                      Psychology (C)
<b>September 2008 – July 2013</b>	<b>Mill Hill County High school</b> <b>GCSE 10 A-C grade</b> Including Maths, English, and Science
<b>Languages and key skills</b>	English (native), Cantonese (fluent), Mandarin (basic) Moderate proficiency in Microsoft Applications (PowerPoint, Excel, Word)

**EMPLOYMENT HISTORY AND ACHIEVEMENTS**

<b><i>Victory Services Club</i></b>	<b><i>August 19<sup>th</sup> - Present</i></b>
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***Receptionist/Reservations***

- Managing the front of house reception area being the front of contact for all high-profile visitors
- Communication/Teamworking skills- Liaising with different departments i.e. F&B, Housekeeping, Porters, Reservations to check when rooms are ready/ to fulfil specific requests of guests.
- Rapport- building relationships with the guests as they're frequent guests providing high quality customer service. ▪ Processed reservations, coordinated waitlists, provisional bookings and monitored availability.
- Gaining knowledge of the club's technology- using club millennia to check guests in and out / make reservations and track bookings.
- Administration tasks- preparing daily guest arrival reports, filing reports, dealing with room move requests, recording late checkout – dealing with Provisional bookings and waitlist.
- Dealing with customer queries and complaints and reporting any to maintenance and club 3000, exceeding guests' expectations.
- Maintaining a detailed log of all customer requests to ensure they're all met within an adequate time frame.
- Provided knowledge of the club to existing and potential members of the club.
- Welcoming high profiled/ V.I.P guests on a complementary stay.
- Managing all calls internally and externally for bookings

**The Stretch Suit Company, London****January 2018- February 2018*****Admin assistant***

- Record keeping using excel to manage stock inventory and collate customer information for analysis
- Quality control for ensuring stock meets brand guidelines and make suggestions to packaging design
- Working in a team to meet tight deadlines and high order numbers
- Created and implemented inventory indexing for easier tracking and stock retrieval

**Sixth Form Business Financial Accounting Competition****March 2015**

Placed 4<sup>th</sup> Place in Greater London Financial Account competition Competing as a team against other Greater London colleges on real-life accounting challenge.

- Analysing business challenge scenarios on the day to investigate and provide recommendations for real life examples.
- Presented in a team on the solutions to solve the business problems at hand
- Obtained mentorship from qualified accountants to improve accounting expertise

**Marks and Spencer: In-store Assistant, London (Work experience)****June 2012***In-store assistant*

- Rapport building with customers in line with M&S brand and values
- Interpersonal skills required for on the go customer assistance, answering questions and advising on products
- Dealing with customer queries and complaints using professional judgement and intuition for dealing with customer and escalating where necessary
- Merchandising by creatively arranging new price displays to maximise customer interest and advertise new promotional offers in accordance with Marks and Spencer guidelines.

**OTHER SKILLS AND INTERESTS**

- Studied abroad at Korea University for 1 year on a placement year.
- Personal development. Adapted to unfamiliar environment and embraced cultural differences.
- Used communication and organisation skills to navigate through an unfamiliar environment.
- Increased global awareness through conversing with people from different background and cultures.
- Built interpersonal relationships with other exchange students from all over the world.
- Studied Korean speaking on a basic level and achieved a grade A at Korea University.
- Familiar with PowerPoint and presenting to large audiences.
- Leadership skills- taken initiative to assign roles and tasks during group work.

**References Available upon request**