

Thetsu Ye Min (Julia Min)

Experienced in hotel and private club management, with strong customer service and operational skills, along with growing expertise in data analysis. Skilled in improving guest experiences and boosting revenue in upscale settings, and knowledgeable in food & beverage and golf operations.

PROFESSIONAL EXPERIENCE

The Olympic Club | San Francisco, CA

November 2017 – Present

Golf Operation Administrative Assistant (Full Time)

February 2021 – Present

- Overseeing membership records, inventory, charity events, and front-desk operations, efficient handling of calls, scheduling, managing correspondence and documents.
- Enhancing administrative efficiency in golf operations through process optimization, including record-keeping, appointment scheduling, expense reports, and coordinating major golf events with a focus on attendee experience. Created and managed the master golf calendar, streamlining event scheduling and operations.
- Handling comprehensive administrative tasks, such as meeting coordination, document management, data entry, overseeing mail, packages, office and member related supplies, and equipment maintenance. Assisted with developing meeting notes, templates and creating ads, contributing to improved board communication and efficiency.

Food & Beverage Supervisor (Full Time)

January 2019 - February 2021

- Manage daily food and beverage operations, ensuring compliance with safety regulations.
- Train, supervise, and schedule staff, coordinating with the kitchen team for timely food prep.
- Handle members' inquiries and complaints.
- Monitored inventory levels and proactively ordered supplies, resulting in a 20% decrease in stockouts and ensuring uninterrupted operations.
- Assist in organizing special events and catering.
- Collaborate with marketing for promotions and industry trends.

Food & Beverage Assistant (Full Time)

November 2017 - January 2019

- Hostess/ Food Runner/ Bartender for Dining Rooms & Banquet Services

McCalls Catering & Events | San Francisco, CA

September 2018 -December 2018

Event Server/Bartender (Part Time)

The Cavalier| San Francisco, CA

October 2017 – December 2017

Hostess (Part Time)

Marriott Hotels (St Regis Deer Valley) | Park City, Utah

January 2015 – January 2016

Hospitality Internship - Rotational (Full Time)

- Roles: Front Desk, Hostess, Server Assistant, Server, Banquet Services

AVA TRAVEL SERVICES PTE Co. Ltd | Rangoon, Myanmar

September 2011 – December 2014

Assistant Tour Coordinator (Full Time, Seasonal)

- Assisted in planning, preparing tour materials, accommodations, meals, and tour-related issues.
- Handled administrative duties including correspondence and inquiries.
- Coordinated with guides and vendors for seamless operations.
- Developed itineraries and researched destinations.
- Coordinated with monitoring tour budgets and expenses in Finance.

OTHER/RELATED EXPERIENCE

Volunteering

Liaison Officer

- World Economic Forum 2013
- South-east Asian Games 2013

EDUCATION

Yangon University of Foreign Languages, Myanmar

2013

Bachelor of Arts in Language & Literature (BA)

Hotel and Tourism Management Institute of Switzerland

2016

Postgraduate Degree (Diploma) in Hospitality Administration and Management

UC Berkeley Extension

2024

Berkeley Data Analytics Boot Camp

TECHNICAL/SOFTWARE SKILLS

- Data Analysis: Python, pandas, NumPy, Matplotlib, Tableau
- Programming: Python, HTML, CSS, Bootstrap
- Databases: PostgreSQL, MongoDB
- Office Software: Microsoft Office, Google Workspace
- Email Communication: Outlook, Gmail
- Scheduling: Microsoft & Google Calendar
- Communication: Zoom, MS Teams, Slack
- Spreadsheets: Microsoft Excel, Google Sheets
- Content Planning: MailChimp, NetPresenter
- Board Management: BoardEffect
- Club Software: ForeTees, Northstar, Golf Genius
- Task Management: Microsoft Office
- Merchandise Management: Ecwid
- Procurement: BirchStreet
- Hospitality Software: ResDiary, AllSeated

SKILLS

- Expertise in Customer Service and Relationship Management
- Strong Organizational Skills: Office Equipment, Computer Proficiency, File Management
- Excellent Communication Skills: Written and Verbal
- Teamwork and Collaboration
- Effective Time Management