

# Thetsu Ye Min

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Portfolio: <https://thetsuyemin.com>

- 6+ years of experience in luxury hotel and private club management, specializing in high-profile customer service, operations, and project management. Skilled in financial administration, calendar coordination, and front desk operations.
- Experienced in leading cross-functional teams, delivering white-glove service to high-profile members and guests, and managing large-scale events, donor relations, and strategic initiatives.
- Recognized for streamlining workflows and reducing processing time by 30%, enhancing member experience and club operations.

## WORK EXPERIENCE

**The Olympic Club | San Francisco, CA**

**Golf Operation Administrative Assistant (Full Time)**

**November 2017 – Present**

**February 2021 – Present**

- **Financial Administration:** Manage transactions, procurement, reconciliation, and reporting to support events and golf operations.
- **Administrative Support & Operations Coordination:** Perform essential administrative tasks, including scheduling, meeting coordination, front desk management, and vendor relations. Prepare reports, correspondence, agendas, meeting minutes, and maintain operational procedures. Handle record-keeping, data entry, and ensure effective communication to support daily operations.
- **Project Management:** Led the end-to-end logistics of an exclusive golf book distribution, overseeing pre-orders, coordinating member pick-ups, and managing shipping processes. Maintained accurate record-keeping, optimized workflows, and improved communication, increasing engagement by 25%.
- **Membership and Pro Shop Management:** Oversee membership records, Pro Shop inventory, oversee scheduling and logistics for golf-related programs, coordinating with multiple stakeholders to deliver smooth execution such as golf course rater visits, and arrange charity rounds and donations.
- **Retail and Inventory Management:** Support merchandise team by receiving, invoicing, restocking merchandise, and maintaining an organized, appealing retail space for members and guests. Provide personalized support for special orders, returns, exchanges, order tracking, distribution, replacements, and member charges. Oversee tee gift distribution, coordinating with the retail buyer, vendors, and members to meet special requests.

**Food & Beverage Supervisor (Full Time)**

**January 2019 - February 2021**

- **Event & Catering Management:** Led banquet and catering operations for exclusive club events, by staying on top to align with executive chefs and vendors for top-tier experiences.
- **Team Leadership & Training:** Managed a team of 15 staff members, overseeing hiring, training, and performance management to maintain high service standards.
- **Inventory & Cost Control:** Supervised procurement, vendor relations, and inventory management to maintain high service standards within budget.

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

**Hospitality Internship (Full Time)**

**January 2015 – January 2016**

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

**Assistant Tour Coordinator (Full Time, Seasonal)**

- Assisted in coordinating travel logistics, including booking transportation, accommodations, and activities for tour groups. Provided administrative support such as managing schedules, vendor relationships, and delivering customer service.

**OTHER/RELATED EXPERIENCE****US WOMEN'S OPEN**

The Olympic Club, San Francisco

2021

**Volunteering | Liaison Officer**

World Economic Forum, Myanmar

2013

South-east Asian Games, Myanmar

2013

**CORE COMPETENCIES****Technical skills:**

Office Software &amp; Email Communications: Microsoft Office, Google Workspace, Microsoft Outlook, Gmail, Loop

Scheduling &amp; Communication: Microsoft &amp; Google Calendar, Zoom, Microsoft Teams, Slack

Spreadsheets: Microsoft Excel, Google Sheets

Content Planning: MailChimp, NetPresenter

Board Management: BoardEffect

Club Software: ForeTees, Northstar, Golf Genius

Merchandise Management: Ecwid

Procurement: BirchStreet, Verkada Mailroom

Hospitality Software: ResDiary, AllSeated

**Additional skills:**

- Golf Event Coordination
- Member & Guest Services
- Budget & Procurement Management
- Vendor & Stakeholder Coordination
- Operations & Logistics Support
- Scheduling & Administrative Assistance
- Inventory & Retail Management

**EDUCATION****UC Berkeley Extension****2024**

Berkeley Data Analytics Boot Camp

**Hotel and Tourism Management Institute of Switzerland**

Postgraduate Degree (Diploma) in Hospitality Administration and Management

**Yangon University of Foreign Languages, Myanmar**

Bachelor of Arts in Language &amp; Literature (BA)