

Dongeun (Megan) Lee

71, Toegye-ro 8-gil, Jung-gu, Seoul, Republic of Korea

☎ (+82) 10 7478 2857 ✉ Lde9411@gmail.com



3 years experience in international service companies as sales and customer service professional by handling MICE leads, dedicated for East Asia market with exceptional communication skill

☉ WORKING EXPERIENCE

Grand Hyatt Seoul

Seoul, KR

Sales Coordinator

May 2019 – May 2020

- Assist with MICE bookings as business demand requires by managing bids from vendors and present proposals which fit client requirements
- Manage an agreed portfolio of accounts, allocated according to market trends and requirements

Hyatt Regency Dubai

Dubai, UAE

Guest Service Officer

Feb 2018 – May 2019

- Provide personalized services by maintaining CRM database and follow up guests' feedback
- Perform all check-in and check-out tasks, handle all payment methods and update credit status

Galaxy Macau Entertainment Group

Macau, CN

Service Ambassador 服务大使

May 2015 – Feb 2016

- Promote membership program and provide personalized service by ensuring all VIP services are met
- Build a reliable relationship with registered VIP guests by maintaining CRM databases

☉ EDUCATION

Kyung Hee University

Seoul, KR

Bachelor of Hotel Management, Feb 2018 Graduated with GPA 3.5 / 4.0

- 39th Vice president of Hotel Administration Club, KHU Sommelier Association

Tecnológico de Monterrey (ITESM MTY)

N.L, MX

Academic International Program (IP), Jan - May 2017 term(s)

- Undergraduate Exchange student of Marketing & Business Administration

Korea Tourism Senior High School

Pyung Taek, KR

High School Diploma(GED) of Tourism Chinese Interpretation, Feb 2013 Graduated

- AHLA(American Hotel & Lodging Association) Lodging Management Program Year 1, 2 and acquired certifications, Jul 2011 - Jan 2012 term(s)

☉ **LANGUAGE SKILLS**

LANGUAGE

PROFICIENCY

Korean

Native

English

Professional working proficiency

Chinese

Professional working proficiency