

sj212131@hotmail.com
github.com/sj212131/
<https://dwyaneportfolio.herokuapp.com/>
www.linkedin.com/in/dwyanepiao/

Dwyane Piao

Professional Experience

Shuster Group/ Dvora Life	Jersey City, NJ
Assistant operation manager	Jan 21- present

- Lead and mentored a high-performing service team for a portfolio of 680 units
- integral part of sales & marketing strategies fostering change in the residential experience landscape
- Effectively consulted and negotiated favorable results with clients, increasing affinity and advocacy for the brand
- Implemented Accountability Report System for the betterment of operational communication and our customers' experience

Hotel Stanford	Manhattan, NY
Front Desk Manager	2017- Present

- Has 3+ year' of demonstrated experience building, leading, managing and coaching a team
- Human resources skills including new employee training and training program build
- Daily payroll and financial duties; cashier bank handling & reviewing financial reports
- Computed marketing price by using business analysis strategies
- Completed guest payment, all room charges, refund and service charges 110 rooms /per day

Projects

Tech Blog | <https://dashboard.heroku.com/apps/arcane-sierra-49666>

- Blog model with user login & MySQL database

BlackJax | <https://ancient-wave-31889.herokuapp.com/>

- Online Casino Black-Jack system with MySQL, Handlebar, Express, API

Personality Quiz | <https://github.com/sj212131/Star-Wars-Quiz>

- JavaScript personality quiz, matching with Star War Characters API. User interaction

Education

Columbia University	New York, NY
• School of Engineering and Applied Science	Aug 2021
Johnson & Wales University	Providence, RI
• Master of Business Administration	May 2017
• Bachelor of Hotel & Lodging Management	May 2015

Technical Skills

JavaScript, Python, React, Node, jQuery, Express, API, Adobe, MySQL, MongoDB, Handle-bar