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Dwyane Piao

Professional Experience

Shuster Group/ Dvora Life	Jersey City, NJ
Assistant operation manager	Jan 21- present
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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