**Dwyane Piao**

**646-812-3317**

**sj212131@hotmail.com**

**Professional Objective**

MBA degree seeking to obtain a full time job in Business Analyst field.

**Education**

**Johnson & Wales University** **Providence, RI**

* Master of Business Administration May 2017
* Bachelor of Hotel & Lodging Management May 2015

**Highlights of Qualifications**

* Clearly communicate ideas and work well with people of different personalities and background
* Over 5 Years business administration experience
* Proficient in Microsoft Office, Quickbook, Opera system. Fundamental knowledge of Python, HTML and programming.
* Trilingual:fluent in Mandarin Chinese, English and Korean

**Professional 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 making training plans
* 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
* Supervise front desk operation and report to GM directly.

**Radisson Hotel Providence Airport Warwick, RI**

**Agent Internship** 2013-2015

* Front desk Training, Enhance front desk Skills, Check-in; Check-out; Routing room billing; Finish guest payment and refund; Quality of service
* Housekeeping Training. Room inspection and supplies replacement.
* Banquet department, Event planning, Equipment layout designs and setting.
* Night audit. Daily payroll and guest payment settlement.

**Academic Certificate**

* Hospitality Management
* International Business Management Certificate of Specialization.
* Over 20 of American Hotel & Lodging association certificate