

Sopee Thong

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Professional Summary

Committed, service-minded and solution focused junior Full Stack Developer with a broad scope of experience in Account Management, hospitality, SaaS and digital marketing. Adept at thriving in a fast-paced working environment and execution of complex projects.

Skills & Abilities

- Node
- Express
- GitHub
- React
- MongoDB
- Data Analyzing
- MySQL
- Diversity Training

Experience

ACCOUNT MANAGER | EXPEDIA GROUP | AUG 2019-DEC 2020

- Develops strong partner relationships by providing relevant data insights and high-quality consulting services to hotel partners (revenue management advice, marketing opportunities)
- Build the portfolio of local hotel partners by introducing prospective partners to Expedia's marketplace
- Ensure that partner hotels' products (content, rates and availability) are consistently optimized on the Expedia sites to maximize customer conversion

CUSTOMER SUCCESS MANAGER | SPRINGBOT | NOV 2018-AUG 2019

- Analyzed client's e-commerce metrics to optimize their digital marketing strategy for increasing conversions and ROI
- Trained clients at all stages of marketing maturity from ad hoc to Best in Class
- Developed and fostered strong relationships with clients and prospects
- Ensured the timely and successful delivery of Springbot solutions according to clients needs and objectives.

CONTRACTOR | PANA | AUG 2018-NOV 2018

- Worked closely with Product, Engineering, Customer Success, and Implementations teams to triage customer feedback and bug reports
- Prepared structured feedback for Product & Design teams on usability and experience enhancements
- Managed communication streams with Pana's internal Travel Support team and external clients regarding the status of platform-wide issues

CORPORATE PARALEGAL, THE AMERICAS | MANDARIN ORIENTAL HOTEL GROUP | JAN 2015-JUL 2018

- Managed the overhaul and implementation of new legal records and tracking systems
- Managed annual corporate filings for 27 US legal entities and maintains corporate books
- Drafted filings of corporate governance documents for foreign and domestic LLC's and corporations
- Filed SS-4 forms with IRS to obtain Federal Employer Identification Numbers for new entities
- Managed IT vendor contracts for The Americas

DEVELOPMENT ANALYST | MANDARIN ORIENTAL HOTEL GROUP | JAN 2014-JAN 2015

- Improved project budgets and schedules and reported on variances
- Managed expense reporting and global travel arrangements for VP of Development, The Americas
- Created reports for senior management on Development progress and critical decision points
- Evaluated and analyzed market data including comparable properties (rent, occupancy and sale prices)

EXECUTIVE ASSISTANT | MANDARIN ORIENTAL, ATLANTA | FEB 2012- JAN 2014

- Specialized in Root Cause Analysis to uncover underlying themes and address guest's pain points
- Served as first point-of-contact for guest complaints and high-level resolution for guest satisfaction
- Centrally managed concerns to close the loop on guest issues
- Improved Net Promoter Score by identifying guest's reaction to the hotel brand
- Managed local loyalty program to increase guest retention and referrals
- Updated and tested Hotel's Standard Operating Procedures

Education**GEORGIA TECH CODING BOOTCAMP | 2021****BACHELOR OF SCIENCE | CLAYTON STATE UNIVERSITY | 2012**

- Major: Psychology
- Minor: Human Services
- Related coursework: Business Communications, Organization & Administration in Human Services and Leadership and Ethics in Human Services

PARALEGAL CERTIFICATION | EMORY UNIVERSITY CONTINUING EDUCATION | 2016