

**MAO YIN SHAN (Stella)**

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**Education**

**CFA LEVEL 1 CANDIDATE**

Exam date: 5<sup>th</sup> December, 2020

Present

**NATIONAL KAOHSIUNG UNIVERSITY OF HOSPITALITY AND TOURIS**

Kaohsiung, Taiwan

B.B.A., Travel Management. GPA 1.42 ( converted to German scale )

June, 2018

Relevant Coursework: Research Method, Marketing, Principle of Management, Customer Relationship Management

**NATIONAL TAINAN COMMERCIAL VOCATIONAL SENIOR HIGH SCHOOL**

Tainan, Taiwan

High School Diploma

June, 2014

Ranked top 17 in Joint College Entrance Examinations (Hospitality group) among 26,654 candidates

**Experience**

**REXWAY TOUR AND SERVICES LTD**

Budapest, Hungary

**Travel Manager**

January 2019 – Present

- Led the team to provide expert individual and business services to travel requesters in areas of travel routings, accommodation requirements, visa requirements, car rentals, and other related travel services.
- Enhanced customer satisfaction ratings, researched travel options, negotiated rates, presented best deals and resolved issues efficiently.
- Reported on operational metrics and KPIs.

**T.G.I. FRIDAY'S**

Kaohsiung, Taiwan

**Shift Manager**

July, 2017 – January, 2019

- Held each team member accountable for achieving brand and performance goals.
- Integrated process improvements continuously to increase overall workflow.
- Provided leadership in absence of manager.
- Stocked and rotated inventory regularly.

**AJMAN SARAY, A LUXURY COLLECTION RESORT**

Ajman, U.A.E.

**Hospitality Management Intern**

July, 2016 – July, 2017

- Cross- trained in every store role to maximize operational knowledge.
- Ran daily reports to assess performance and make proactive adjustments.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Coordinated inventory, stocking, and ordering.
- Provided friendly and courteous service to all guests.

**Leadership and Activities**

**INTERNATIONAL YOUNG BLOOD CAMP**

Phetchaburi, Thailand

Participant of cultural exchange programme

January 2016

**Skills & Interests**

**Technical:** Microsoft Office Excel, PowerPoint, Word, and Access; Quickbooks.

**Licenses:** Sabre GDS, AMADEUS CRS, English speaking Travel Manager, English speaking Tour Guide

**Language:** Fluent in English and Chinese, conversational in German.

**Interests:** Adventurous travel, playing team sports.