

VINCENT B. CHEN

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EDUCATION/ACADEMIC HONORS AND AWARDS

New York University (Sep '14 – May '18)

New York, NY

B.S. in Hotel and Tourism Management, Concentration in Hospitality Operations

WORK EXPERIENCE

SLS Beverly Hills | Luxury Collection

May 2018 to Present
Los Angeles, CA

Food and Beverage Voyager

- Training to understand all aspects of a hotel with a focus on food and beverage
- Managing Tres by José Andrés, The Bazaar by José Andrés, Altitude pool, in room dining and banquets.
- Identifying areas of opportunity to improve GSS scores for the Food and Beverage outlets.

St. Regis New York | Luxury Collection

Sept 2017 to May 2018
New York, NY

Human Resource Assistant

- Support of and execution of Orientation and new-hire process
- Internal HR case resolution process training
- Associate file creation and management

Aiya | Asian-Fusion Restaurant

Dec 2015 to July 2017
Frisco, TX

Operations Consultant/Shift Manager

- Engaged in face-to-face interaction with customers in order to facilitate a welcoming and warm atmosphere
- Managed customer relationship matters for the purpose of rectifying complaints and ensuring guest loyalty
- Cultivated a working culture that promoted employee efficiency, productivity, and motivation

OneReasonRecordings | 501(c)3 non-profit organization

Dec 2014 to Present
Frisco, TX

Relationship Director

- In charge of directing and creating new relationships within the supporter and sponsor network of the non-profit organization
- Ensuring support/sponsor retention for the non-profit's needs based on yearly expenditures and forecasted events

INTERNSHIP

Sheraton Dallas Hotel

Jun 2017 to Aug 2017
Dallas, TX

Food and Beverage Intern

- Identifying areas of opportunity to improve GSS scores for the Food and Beverage outlets.
- Restaurant outlet supervisor ensuring peak performance with FOH & BOH operations, along with ensuring high guest satisfaction

The Westin Kansas City at Crown Center

Dec 2016 to Dec 2016
Kansas City, MO

Housekeeping Extern

- Shadowship with the Housekeeping Manager, learning how to effectively manage staff and day-to-day housekeeping operations
- Learned and executed tasks of the Housekeeper, Housemen, and House person through onsite training.

CPS Events at the Plaza

Sept 2016 to Dec 2016
New York, NY

Sales and Marketing Intern

- Administrative support of the business, including, but not limited to, creating expense reports
- Facilitation of events, creating BEOs, floor plans for events, and necessary signage

G7 Hotel

May 2016 to Jul 2016
Taipei, Taiwan

Front Office Intern

- Encouraged a hospitable atmosphere by addressing all guest concerns.
- Communicated with guests to present the hotel amenities and worked with them to find what room would best enhance their experience

- In charge of hospitality needs of guests from Korea, Japan, and Thailand, including translation services

LEADERSHIP

Vice President of Fellowship, Alpha Phi Omega | National Service Fraternity

May 2015 to May 2017

- Coordination and management of event creation, promotion and execution
- Management of four person team to promote unity and brotherhood within the fraternity chapter
- Assist in the organization of the Annual Gala that brings together alumni, brothers, and pledges from the Tristate area

SKILLS & CERTIFICATIONS

Mandarin Chinese Fluent (S), Beginner (W&R)

TABC Certified

Food Handlers Certification

Limited Working Proficiency in Japanese

Proficiency in Microsoft Office Programs

Fluency in Delphi & Micros POS System