

# Phoenix Lee, MBA

*Organized...Enthusiastic...Persistent*

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## **Education:**

MBA, Sullivan University, Louisville, KY	2012
Bachelor's Degree, Economics, Xijing University, China	2009
Certificate, English and Western Culture, Li Da Institute, China	2008
Diploma, Nursing, Li Da Institute, China	2006

## **Experience:**

### **Wild Ginger, Louisville, KY**

<b>Manager</b>	2012
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- Taking responsibility for the business performance of the restaurant.
- Analyzing and planning restaurant sales levels and profitability.
- Organizing marketing activities, such as promotional events and discount schemes.
- Preparing reports at the end of the day, including staff control, food control and sales.
- Planning and coordinating menus.

### **Xi'an Han and Tang Dynasty Museum, Xi'an, Shaanxi, China**

<b>Translator</b>	2011
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- Translate and as a host to welcome westerners.
- Marketing development and share managerial duties

### **Louisville Metro Government, Louisville, KY**

<b>Bank on Louisville Program Intern</b>	2011
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- Created and prepared marketing plans for management.
- Marketed and monitored inter-company engagement.

### **Swarovski Boutique, Louisville, KY**

<b>Sales Consultant &amp; Brand Ambassador</b>	2011
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- Assigned sales goals and key performance indicators to team members.
- Ensured effective store presentations by stocking, cleaning, pricing and merchandising.
- Shared managerial duties in designing day-to-day operations.

## **Parkway Health, China**

### **Customer Service Supervisor**

2008 - 2009

- Provided health care consultation for international clients.
- Negotiated and moderated international insurance complaints brought forth by clients.
- Oversaw the day to day operational, planning, and execution of deliverables to meet regulatory departmental threshold limits.
- Prepared the monthly performance metrics for reporting to HR management.
- Ensured the proper documentation storage for HR management.
- Reviewed performance evaluation and provided timely feedback to the team.
- Conducted one-on-one monthly and quarterly meetings with team members.
- Delegated team assignments to project participants to ensure accountability and ownership.
- Made final decisions in the hiring process and then reported to management.

## **Terrafront International, Inc, China**

### **HR Manager, Assistant**

2009 - 2010

- Monitored staff's performance as outlined in the department's operational metrics.
- Coached and mentored team members to achieve sales, program, and retention goals.
- Coordinated best practices efforts through weekly team meetings.
- Monitored highest priority customer issues with back-end team members.
- Planned events for team outings, gatherings, and cultural events.
- Recruited and managed hiring process for new staff.
- Trained new hires on the product and process knowledge.
- Conducted training for team members on client services.
- Conducted training sessions to improve the process and performance of the executive.

## **Tobest English Training School**

### **Teaching Assistant**

2010

- Coordinated grading efforts of international teacher.
- Checked and maintained student attendance and compliance records.
- Maintained systems of interpersonal and interdepartmental communications.

### **Accomplishments:**

- Awarded "Summa Cum Laude"—Sullivan University, 2012.
- Ambassador at Chinese Student Association, Louisville, KY, 2011.
- Awarded "Creative stuff" – Terrafront International Inc., 2010.
- Appreciation Certificate for the contribution to HR team – Terrafront International Inc., 2010.
- Was awarded the "Employee Excellence Award" in Tobest English Training School, 2010.
- Awarded as the "ACE" for the team performance in Parkway Health, 2009.
- Awarded as the "Good Stuff of Fish Philosophy" in Parkway Health, 2008.