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## Congyi-Wubao Wang

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### Summary

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High-energy Events Manager focused on promoting customer satisfaction and annual sales goal of events through exceptional marketing program of events and maintaining perfect guest relationship.

Courteous Assistant of Front Desk Manager adept at balancing multiple tasks and priorities seamlessly while delivering the highest level of customer service.

Having enthusiasm about travelling planned and arranged many times trip schedule of Europe, Asia and USA.

### Highlights

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Conflict resolution

Exceptional customer service

Marketing and advertising

Staff motivation and training

Cash handling expertise

Multi-line switchboards

Superb interpersonal skills

### Accomplishments

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Achieving annual sales goal 8 million RMB of events in Vienna Hotel Group in China.

Successful welcome and arrange basketball star and movie star, such as Mr Ming Yao and Mr Andy Lau in Bonanza hotel and Kapok hotel.

### Experience

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03/2013-09/2014 **Vienna Hotel Group** – Shenzhen, Guangdong Province

#### Director of Events

1. Achieved annual sales budget of events in Vienna Hotel Group.
2. Effectively controlled the sales-service of events and established good relationship with guest.
3. Planned and execute marketing program of events.
4. Trained staff and created standard procedure of events sales.
5. Guided plan of key performance evaluation in event aspect.

11/2011-02/2012 **Kempinski Hotel Xi'an** – Xi'an, Shannxi Province

#### Manager of Events

01/2007-07/2009 **The Bonanza Hotel & Resort** – Shenzhen, Guangdong Province

#### Manager of Events / Assistant of Front Desk Manager

07/2005-07/2006 **Kapok Hotel** – Shenzhen, Guangdong Province

#### Trainee

### Education

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2001-2005 **Hua Qiao University** – Quanzhou, Fujian Province, China

#### BBA: Tourism Management

2009-2011 **VHS of Sindelfingen** – Sindelfingen, Baden württemberg, Germany

#### German: Goethe-Zertifikat B1

2014-2015 **UCLA Extension** – Los Angeles, CA, USA

#### Certification of UCLA Extension: International trade and business