

Dandan Sun
177 York St
Jersey City
NJ, 07302
(401) 3010388
dns092@jwu.edu

Professional Objective: To obtain a position to utilize passion in the management industry to offer world-class professionalism and customer service.

Highlights of Qualifications:

- Bilingual: Chinese and English
- Completed Courses in: Front Office Management, Operation Management, Communication Skills, Hotel Tangible Product Appreciation, Lodging Operations and Management, Financial Reporting and Control, Effective Leadership, Strategic Marketing, Business Policy and Strategy
- Over three years' experience working in hotel
- Willing to relocate and Chinese nationality

Work Experience:

06/08 – 06/11 **Guest Relation Officer** Qingdao, Shandong Province, China
Holiday Inn

- Inspected rooms for greeting cards and amenities for VIP guests.
- Greeted and checked in& out VIP guests in Executive Club Lounge.
- Coordinated set up for daily happy hour for VIP guests up to 30.

07/06 – 07/07 **Front Desk Receptionist** Jinan, Shandong Province, R.P. China
Silver Plaza Quancheng Hotel

July 2006-Decmber 2006 Front Desk.

- Answered phones for reservations.
- Assigned rooms and checked in guests.
- Kept guests' valuables safe and exchanged foreign currencies.
- Checked guests out and handed billing/ payment at the end of each shift.
- Prepared daily reports for management.

Jan 2007-March 2007 Housekeeping Department

- Involved in pre-shift meeting to decide the sequence for room cleaning.
 - Checked rooms and corridors for any damage, missing items or maintenance issues.
- Turned down services.

April 2007-June 2007 Food&Beverage Department

- Set up for daily breakfast and cleaned tables after each meal.
- Prepared dishes and glasses for lunch and dinner

Education:

Johnson & Wales University Providence, Rhode Island. 05/14
Master of Business Administration in General MBA

GPA 3.65/4.0

Johnson & Wales University Providence, Rhode Island. 03/13
Bachelor of Science in Hotel & Lodging Management

GPA 3.68/4.0

Qingdao Hotel Management College Qingdao City, Shandong Province, China 08/08
Associated Degree in Hotel Management

GPA 3.5/4.0

Volunteer Work:

International Center, JWU-Volunteer. 2012-2013