

---

## Zhiyu(Alicia) Lai

---

1111 Benito Ave, Apt #E

Phone: +1 626-643-0826

Alhambra, CA 91803

Email: [imalicialai@gmail.com](mailto:imalicialai@gmail.com)

Linkedin: <https://www.linkedin.com/pub/zhiyu-alicia-lai/47/956/801>

---

### EDUCATION BACKGROUND

**Bachelor of Arts, English** (British and America Literature) (Minor: German )  
China University of Mining and Technology (Beijing) Sep, 2007-July, 2011

**Master of Science, Hospitality/Hotel Management**  
California State Polytechnic University, Pomona. Sep, 2011-June, 2014  
The Collins College of Hospitality Management

### WORKING EXPERIENCE

**Seagull Holiday** July, 2014-Present

- Worked as marketing and hotel department coordinator
- Resolves customers' complaints and work for the customers' satisfaction
- Contributes to propose business development strategies and promotion copywriting of products.
- Coordinating sales/accounting department of hotels to reserve and arrange accommodation for customers

**Howard Johnson Hotel Los Angeles** June, 2013-Dec, 2013

- Worked as front desk agent
- Process guest arrivals and departures, including all necessary payments
- Handle guests' concerns, offer referral for services and handle requests
- Coordinated with partnered OTAs and customers

**U.S. Travel Association's International Pow Wow in Los Angeles** May, 2012:

- Volunteered as mandarin interpreter for Chinese delegate
- Helped the delegate communicated and negotiated contracts with the multiple nationwide suppliers and design packages for Chinese clients

**Hilton Beijing** May, 2011-July, 2011

- Worked as public relation coordinator
- Assisted the director of marketing communication in the development of an imaginative and creative promotion and communication program to public
- Maintained and expanded network for external publicity distribution
- Established the government, community, press and international relations

**Xi'an Qingduli Food and Beverage Co., Ltd** Jan, 2010-Feb, 2010;

- Worked as intern store manager
- Maintained good relationship with client and manage the daily operations

**Sheraton Hotels & Resorts, Haikou** July, 2009-Aug, 2009:

- Interned as waitress in the café *breeze* of the food and beverage department
- Helped banquet department to host event, wedding and other commercials
- Got to know the basic service and management skills