

Yu Jiang

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SUMMARY

Graduated from University of Stirling with Master Degree in Marketing in 2014 when I considered engaging my future career in Hospitality Industry. In 2016, I joined SHMS as an energetic Hospitality Management student who learns quickly and can adapt to a new environment easily. After gained numerous and diversity theories and practice both in SHMS and Han Kung China Restaurant, with my passion and curiosity of Australian Hospitality Industry, I am actively seeking all-around positions in different departments of a dynamic and internationally-recognized company.

- **Available: Get on board asap. On call/Long term availability (Min 6 months)**
- **Visa type: work and holiday visa (temporary) (subclass 462)**

PROFESSIONAL EXPERIENCE

Food and Beverage Attendant

Chapter One Restaurant @Niramaya Villas & Spa Resort, Port Douglas, QLD, Australia
Nov 2017 – Present

- Receive orders and serve customer requests completely in a timely manner
- Keeping working and service area clean, tidy, and well prepared

Food and Beverage Attendant

Aug 2016 - Jan 2017

HanKung China Restaurant, Chur, Switzerland

- Receive orders and serve customer requests completely in a timely manner
- Answer Guest queries in a polite and helpful manner
- Keeping working and service area clean, tidy, and well prepared

Secretary to DOM

Nov 2015 - Jan 2016

Shanghai Marriott Hotel Hongqiao, Shanghai, China

- Administrative and Sales support for S&M department
- Coordination with other departments
- Assisting in data input in Opera and Marsha

Sales Manager

Nov 2014 - Oct 2015

Shanghai Yuge Buildings Technology Co., Ltd. Shanghai, China

- Complete performance target set by the company
- Revisit valuable customers and maintain good customer relations
- Explore potential market and develop new customers

Programme Member

Mar 2014 - May 2014

QCTR.LTD, Stirling, UK

- Using available intelligence to devise a plausible plan for QCTR's Oversea Marketing development in the future.

Sales Assistant

Jul 2010 - May 2012

Shanghai Yuge Buildings Technology Co., Ltd. Shanghai, China

- Support Sales Manager to finalize sales strategies and analyze market feedbacks

Room Attendant

Jun 2007 - Aug 2007

Holiday Hotel YiWu, Housekeeping, YiWu, Zhejiang, China

- Cleaning guest rooms: including bedrooms, bathrooms, kitchens, and floors
- Ensuring all service areas are fully stocked with guest amenities
- Ensuring all equipment is maintained, used and stored correctly

EDUCATION

Postgraduate Diploma in Hotel Management, Swiss Hotel Management School, Leysin, Switzerland
Feb 2016 - Jun 2016

Master of Science in Marketing, University of Stirling, Stirling, UK
Sep 2013 - Sep 2014

Pre-Master Programme, The International Education College of Tongji University, Shanghai, China
May 2012 - May 2013

SKILLS AND CERTIFICATES

- Microsoft Office (Word, Excel, PowerPoint)(Advanced)
- Photo Editing Apps
- RSA
- Opera (Advanced)
- Driver Licence (C1)

LANGUAGES

- Mandarin (Native)
- French (A2*)
- English (Fluent)
- German (Limited)

INTERESTS

- Travelling
- Sports (Swimming, Snowboarding, etc.)

ADDITIONAL ACTIVITIES

Event: Kitchen Volunteer for World of Hospitality 5 Senses
May 2016 - May 2016

- Maintaining cleanliness of pantry, fridges

Event: Service Volunteer for Pieces of Peace
Apr 2016 - Apr 2016

- <https://www.youtube.com/watch?v=cbTI8gx73WY&feature=youtu.be>

Banquet: Service Volunteer for The 8th Anniversary of Atlantis Hotel Dubai
Apr 2016 - Apr 2016

- <https://www.facebook.com/The8thAnniversaryOfAtlantisHotelDubai/?fref=ts>

Volunteer: Teaching English for Ecole Franco Arabe (Medina, Dakar, Senegal)
May 2017-Oct 2017

- Teaching English every Tuesday and Friday afternoon

REFERENCES

- **Mr. Ah Lai Lim**, Hankung China Restaurant, Owner, hankung@sunrise.ch
- **Mrs. Nancy Zhuang**, Shanghai Marriott Hotel Hongqiao, Director of Marketing, nancy.zhuang@marriott.com