



Agatha Shiyi Huang

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Profile

A competent professional with over 15 years of comprehensive experiences across functions in the field of hospitality industry. Treating people with enthusiasm and generosity, humble and cautious, full of vitality and positive energy, passionate and meticulous about work, have a strong self-driving force, and committed to continuous self-improvement. Over the course of the career, I've always been recognized and praised for the professionalism at work and enthusiasm for guests and peers. Overall, I believe I bring the right mix of skills, experiences and attitude and my varied experience can add a lot of value for being a successful leader in the Hospitality Industry.

Experience

Executive Casino Host | Norwegian Cruise Line, LLC / 2023/10 - today

- Work closely alongside the Management team analyzing, planning strategic promotions and events with a combined goal of increasing and maximizing marketing revenues
- In charge of the Onboard Casino Marketing department, implement & oversee the events & activities ensure the concise execution of the player program
- In charge of the onboard translation work, I.e. the company rules, regulations, policies & SOP from English to Chinese and vice versa
- Top comment card manager

Project Manager | Popin Hotel Management | 2022/10 - 2023/5

As Hotel Manager at Bailu Elk Castle Hotel, Chengdu, China

- Monitor the economy and competitors, analyze the hotel operations, create and implement budgets
- Assist in the establishment of sound hotel internal management system and rules and regulations, supervise the hotel personnel recruitment 、 staff training and the team building
- Supervise and guide staff's daily performance, check hotel service equipment and facilities, timely check and follow up online and offline customer complaints or feedback, ensure customer satisfaction
- Carry out regular inspection of the hotel safety facilities and equipment, conduct safety trainings and fire drills
- Timely update the hotel product pricing lists, analyze financial data, strictly control the cost and make the purchase plan

- Engineering management: daily maintenance of hotel facilities or follow up engineering maintenance
- Establish and maintain customer relationship and community relationship

Hotel Service Manager | Hangzhou Greentown Asian Game Media Village (The 19th Asian Game) | 2022/03 - 2022/06 (Pre-opening)

- Responsible for hiring and department training
- In charge of the work plans, task assignment, support and monitor the completion progress and the cleanliness of the building
- Honored to be the department's epidemic liaison, safety liaison and the department training instructor
- Reason for leaving: The 19th Asian Game has been postponed, project was suspended, employees were dismissed

Assistant Front Office Manager | Guangzhou Marriott Hotel Baiyun (Pre-opening) | 2021/11 - 2022/03

- Assist and support the work of FOM and DOR; Recruiting, training, scheduling, etc.
- Supervise and assist the inventory statistics and procurement of department operational needs
- Coordinate and monitor the the execution and completion progress of engineering defects
- Supervise and assist the improvement of LSOP and Checklist of each sub-department as well as the department training
- Participated in the reception of the Guangdong Provincial People's Congress from 2022/01/17-2022/01/22
- Reward Certificate as appreciation and recognition to my service during the simulation

Executive Floor Manager - Hilton Hainan Ocean Flower Island, China / 2021/5 - 2021/11 (pre-opening)

- Responsible for hiring qualified staff to build a strong and professional Executive Lounge team
- Establish and implement lounge operating procedures and standards
- Carry out individually targeted improvement plan and training to each team member and evaluate its effectiveness
- In charge of the execution and completion of the opening preparation work of the Executive Lounge
- Coordinate and support the maintenance work progress
- Guest Champion of the Blue Energy Committee Reason for leaving: Project has been postponed, the opening date is uncertain

Executive Housekeeper - Sugar House Yangshuo, Guilin, China / 2020/8 - 2020/12

Front Office Manager - Icon Lab Hotel, Shenzhen, China / 2020/4 - 2020 /8 (Pre-opening)

Senior Casino Host - Norwegian Cruise Line, LLC / 2016/6 - 2019/6

- Step up as **Executive Casino Host**

Guest Service Assistant - Norwegian Cruise Line, LLC / May 2014 - Jun 2016

- Step up as **Embarkation clearance officer**
- Step up as **Assistant Concierge**
- "Vacation Hero" service award

Education

Cornell University – Master Certificate in Hospitality Management – 2019/04 - 2021/02

Hubei University – Tourism English – 2006/08 - 2008/06

Language

Chinese, English

Skills

Excellent motivational, leadership, communication and interpersonal skills

Strong teamwork ethics

A problem solver

Great ethics with customer relation building

Proficient in Microsoft Office Applications (Word, Excel, Outlook & PowerPoint)

Act as the ears - listening to the team and the customers; as the eyes - looking into details; as the mouth - sharing the opinions and offering alternatives & resolutions