9514 Miranda Court

**Accomplishments**

**Summary**

**Highlights**

**Experience**

**Education**

**Languages**

**YILIN HE**

, Fairfax, Virginia 22031 | C: 571-3855327 | heyilin0512@gmail.com

Skilled, personable, and dedicated graduate student with experience in hospitality

industry. Ability to prioritize and manage multiple duties, proficiency in Microsoft

Office, and exceptional support to employers. Possesses communication and

organizational skills. Regularly entrusted by management with additional duties

and adapts quickly to new and evolving environment. Enrolled at George Mason

University for management and passionate about volunteering for the elderly,

needy, or sick.

Adaptable Microsoft: Outlook, Word, Excel,

Organizational design Powerpoint, and Windows

Employee engagement Operating Systems

Collaborative Experienced with online research

the Best Intern of Shangri-La Hotel, Chengdu, China, in 2014

the Best GRO (Guest Relationship Officer)

**Trainee** Mar 2015 to Apr 2015

**Huaxi Securities** - Chengdu, Sichuan

**Guest Relationship Officer** Aug 2014 to Feb 2015

**Shangri-La Hotel** - Chengdu, Sichuan

Assigned to focus on customer service and cooperate with other departments to

ensure that guests' needs are met. I learnt to operate Front Desk, Rooms Controlling,

and Lobby Greeting. More specifically, my duties are giving a warm welcome to

guests on arrival and assisting them with check in and checkout.

**MS in Management** 2017

George Mason University - Fairfax, Virginia, America

**Bachelor of Arts**, **Hospitality Management** 2014

Yinxing Hospitality Management College of Chengdu University of Information

Technology - Chengdu, Sichuan, China

Chinese

English

**Personal Information**

Responsibility is my one of greatest strengths. It means I will be a good employee,

and the motivation of completing the assigned tasks and fulfill my duties on time

makes me productive. I am a results-oriented person.