**Anh Q.H. Tang**

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**Work Related Experience**

**Concierge Supervisor**  August 2019 – April 2020

*JW Marriott Hanoi, Hanoi, Vietnam*

⦁ Managed the daily and weekly schedule of hotel drivers and concierge agents as well as oversee their performance

⦁ Analyzed customers’ profile to create upselling opportunities to hit department revenue target.

**Concierge Shift Leader**  May 2018 – July 2019

*JW Marriott Hanoi, Hanoi, Vietnam*

⦁ Led the concierge team to hit the transportation revenue target of 6 to 7 billion Vietnam Dong per year by coordinating with event team to upsell group transportation

⦁ Set work outlines for team members to maximize work efficiency and guided them to follow hotel brand's standard

**Concierge Agent**  July 2017 – May 2018

*JW Marriott Hanoi, Hanoi, Vietnam*

⦁ Coordinated with team members to arrange daily transportation schedule and reached transportation revenue of 6.6 billion Vietnam Dong in 2018

⦁ Created "Guest Journey" guidelines to train new associates on local attractions and activities

**Room Voyagers**  July 2016 – July 2017

*JW Marriott Hanoi, Hanoi, Vietnam*

⦁ Cross-trained within room division sections: front Office, Executive Lounge and Housekeeping to familiarize and support with room daily operation

⦁ Received high notes for guests’ appreciation comments for good services

**Education**

**Bachelor of Arts in Hospitality Business Management**  May 2015

*Spanish Language Minor*

Washington State University (WSU), Pullman, WA, USA – GPA: 3.99/4.0

**Associate in Arts**  Dec. 2012

Green River Community College (GRCC), Auburn, WA, USA – GPA: 3.99/4.0