



JESSICA Y. YANG

HUMAN RESOURCE MANAGER

I am an innovative and personable hospitality professional with a background in luxury hotels, specific those of the Marriott International brand. I take pride in providing exemplary customer service to my guests from around the world by creating long-lasting impressions on each visit with a warm personality and enthusiasm. Not only have I worked at high-end hotels, but I also brought my family business back to life by recreating and rebranding it. Through this experience, I have learned more about marketing communication with other companies, taught myself how to create a website, and even excelled on my sales reports and payroll systems' knowledge.

WORK EXPERIENCE

HUMAN RESOURCE MANAGER

Cotan Energy Singapore

JUL 2022 - PRESENT

- Interview prospective candidates to make sure their goals align with company goals and objectives
- Compose the employee contracts while making sure all the important aspects are included in the document
- Liaise with Ministry of Manpower to acquire work passes for incoming employees and interns
- Draft and edit job descriptions to better fit company standards

CHIEF MARKETING DIRECTOR

Happy Cup (S) Pte. Ltd.

AUG 2020 - PRESENT

- Establish a bubble tea chain/company that sells beverages, authentic Taiwanese dishes, and pre-made desserts
- Cooperate with delivery companies (FoodPanda/Grabfood/Deliveroo) to increase sales and customers' conveniences
- Manage company's human resources and payroll through the usage of QuickHR
- Analyze company's revenue, profit, and losses through the usage of Xero Cloud Accounting Software
- Built strategic marketing and digital marketing techniques to increase customer retention
- Handle food license and imports registration through communicating with Singapore Food Agency (SFA)
- Secure company's logo and design patents through communicating with Intellectual Property Office of Singapore (IPOS)
- Compose the employee contracts while making sure all the important aspects are included in the document

CLUSTER LEARNING & DEVELOPMENT EXECUTIVE

JW Marriott Singapore South Beach & The St. Regis Singapore

JUL 2022 - AUG 2022

- Supervision role: Train employees at both JW Marriott and The St. Regis Singapore
- Educated incoming employees on the brand standards and history of both hotels
- Assisted incoming interns with contract signing
- Compiled training materials for new employees
- Calculated employee's training hours and alerted them of any hours they need to complete

LEARNING COACH & FRONT DESK AGENT

The Ritz-Carlton, Boston Common

AUG 2019 - JUL 2020

- Assisted guests with check-ins and check-outs
- Anticipated guest's unexpressed wishes and needs
- Rolled night audits during overnight shifts
- Calculated up-sell numbers for the executive office (supervision role)
- Trained and mentored incoming employees (training)
- Recommend restaurants and sight-seeing activities to guests (concierge)
- Inspected all the rooms that are on clean status, and realigned furniture and amenities in guest rooms to fit the brand standards (housekeeping)
- Documented all guest requests, complaints, or problems immediately and notified the corresponding departments to resolve the issues (PBX operator)

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EDUCATION

BOSTON UNIVERSITY

School of Hospitality Administration
Class of 2019

- Bachelor of Science in Hospitality Administration
- Concentration in Hospitality Real Estate

SKILLS

- Opera, Empower GXP, Mobile Guest Services, GuestVoice, Sertifi, Adobe Photoshop, Adobe InDesign, PowerPoint, Excel, Word, Facebook Instagram, Snapchat, Twitter, Clover, SketchUp, Core, QuickHR, Xero, Squarespace, SQL, R, Tableau

PROFICIENCIES

- Speaking: Mandarin & Taiwanese
- Reading: Mandarin
- Writing: Mandarin

CLASSES & PROJECTS

- HF460 Strategic Marketing
 - Battery Wharf Hotel Marketing Plan
- UA805 Real Estate Development
- HF410 Accounting Finance
- HF432 Leadership
- HF322 Hospitality Design
 - Matra Residence by Accor's Design
- HF231 Human Resource Development
- HF270 Lodging Operations and Technology
- HF220 Food and Beverage Management

VOLUNTEER

DELTA DELTA DELTA SORORITY

- Active alumni in Alpha Chapter
 - Learned the procedures through attending weekly chapter meetings
 - Volunteered in fundraising events to help raise money for St. Jude Children's Research Hospital