

# Troy Wang

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## Education

**Hebei University of Water Resources and Electric Engineering**

Major: Geology

## Experience

**SAMD Co., LTD. (Foreign Trade) / Ssbooking (Hotel Management Company), Guangzhou, China**  
Merchandiser / Operation Manager

- In SAMD (February to May) - Follow jeans bulk from raw material production to sea shipment.
- In Ssbooking (July to October) – Bridging hotel suppliers and distributors (e.g. Agoda) to maximize sales. Optimize speed with IT.

**Ningbo Juexi Import & Export Co., LTD., Shanghai, China (Foreign Trade)**

**Mar 2022-Oct 2024**

Senior Merchandiser

- Coordinate between Vietnam/Sri Lanka/Bangladesh garment factory and India/US end buyers (e.g. Hirdramani, Adidas, Nike). In a role of an ice breaker and bridge in multi/across-cultural, to ensure seamless negotiation. Report directly to sales manager.
- Part of the development team, in charge of customer's enquiry and price quotes. Order Lab-dip and pattern samples to fabric mills, demonstrating ideas, making necessary improvement, in order to ideally showcase customers ideas.
- Set up compliance and monitor procedures to ensure punctual and safety goods delivery to destination.
- Manage overseas payments.

**Renaissance Shanghai Yangtze Hotel, Shanghai, China (Marriott International)**

**Nov 2018-Aug 2021**

Customer Service Manager

- Lead the front office team in terms of hospitality standard execution and stand in front line for all hotel guests
- Organize and communicate among departments to make certain they all execute according to company standards
- Corporate in between sales dept/online travel agencies to make sales strategies, maximize facilities sage & monitor terms and conditions to fully demonstrate recent activities
- Stay and accompany employees to guarantee their on and off duty wellbeing
- Participate into security level exercises, trainings
- Coordinate around departments to meet special requests and groups' satisfaction
- Corporate with the director of rooms in order to streamline standard of procedures
- Accommodating The United Airline crew members (group). Work close with the America headquarters and the airports to guarantee punctual/seamless trip

**Courtyard by Marriott Xujiahui, Shanghai, China (Marriott International)**

**Feb 2017 – Oct 2018**

Front Desk Supervisor

- Supervision of reception area in terms of guest's satisfaction
- Use Microsoft offices, Opera software, cashless devices
- Conduct training to staffs
- Material control

## Honors and Activities

- Cycling to Tibet from Kunming for two months. Annual Run To Give participate and Golf Charity in Marriott Global
- Excellent employee of December in 2017. Awarded by Courtyard by Marriott Shanghai Xujiahui

## Certificates and Skills

- IELTS in English – 6.0
- Mother tongue – Chinese Mandarin
- Microsoft Offices – Skilled in Excel, Word, elementary in ppt.
- Hotel property management systems (e.g. Opera)

