Sonya See

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Concierge

*Multilingual, customer-focused Concierge with 7 years’ experience serving an international clientele.*

Charismatic and focused professional offering world-class service to patrons of upscale hotels, conference centers, and cruise ships. Seamlessly discern and respond to client requirements to ensure unique and memorable experiences. Bilingual in English and Chinese (Mandarin and Cantonese), with advanced command of Korean and Japanese.

PROFESSIONAL EXPERIENCE

WELLINGTON HOTEL AND CONFERENCE CENTER, *Arlington, VA*
**Concierge** (June 2014-Present)

Orchestrate local travel, restaurant, tourism, and entertainment arrangements for hotel guests. Respond to customer inquiries and mediate service issues; work closely with local vendors to provide enjoyable entertainment opportunities.

* Leverage superb command of spoken and written Mandarin Chinese, Cantonese, Korean, and Japanese to ensure positive guest experiences and generate business referrals.
* Recruited by marketing team to help develop email communications and collateral targeted to customers from Asia and Southeast Asia.

SOUTHSEAS CRUISES, Singapore

**Concierge** (August 2012-May 2014)

Worked closely with Guest Relations Manager to fulfill requests for on-board services and coordinate shore-side services at ports of call in Langkawi, Phuket, and Penang.

* Spearheaded highly successful programming that brought local dancing groups to perform onboard at each port of call.
* Stepped up to serve as personal translator and as tour guide for English-only speaking guests.

EDUCATION

**University of San Francisco**, San Francisco, CA

BS of Business Administration in Hospitality Management (Minor: Japanese) 2012

***Study Abroad***: *Summer Abroad Program, Seisen University, Japan (2011)*

***Foreign Language Certifications****:*

* JLPT Japanese-Language Proficiency Test (N5), Japan Foundation / Japan Educational Exchanges and Services
* Test of Proficiency in Korean (TOPIK II, Level 6), Korean Institute for Curriculum and Evaluation