

CHUN PANG (MARCO) SUEN

9742 NE 119th Way, Apt D414, Kirkland, Washington, 98034
(305) 877.8661 marco.suen23@gmail.com

PERSONAL SUMMARY

Highly analytical, goal-oriented, and customer-driven professional, with extensive experience in revenue management, service operations, and customer service within a hospitality setting. Armed with proven ability to assess operational effectiveness of controls and procedures, and provide recommendations on leading practices to ensure compliance with established policies, procedures, laws, and regulations. Equipped with outstanding skills as well as powerful interpersonal, negotiation, presentation, and time management aptitude. Articulate communicator with multilingual fluency in English, Chinese Mandarin, Chinese Cantonese, and Taiwanese Hokkien. Proficient with Microsoft Office applications, InnQuest RoomMaster, Microsoft Windows, and Macintosh operating system.

AREAS OF EXPERTISE

*Operational Planning
Profit and Loss Management
Events Planning and Coordination
Revenue Growth and Profitability
Leadership, Training, and Teambuilding*

*Finance Administration
Key Business Partnership
Business Process Improvement
Customer Service and Relations
Report Preparation and Documentation*

RELEVANT EXPERIENCE

BAL HARBOUR QUARZO BOUTIQUE HOTEL/ SYNERGY CAPITAL GROUP ▪ *Bal Harbour, FL, USA*

REVENUE MANAGER

2011–2015

- Take full accountability in overseeing revenue and distribution strategy of the hotel and condo rental, along with daily business operations.
- Formulate innovative pricing strategies to attain individualism and outdo competitors; while supporting the company culture and driving the achievement of overall company objectives.
- Provide direction and support to third-party distribution on the development and implementation of strategies.
- Played an instrumental role in the evaluation of pricing group business strategies in alignment with organizational goals.*
- Served as a driving force in boosting the hotel's annual revenue by 24.6% and other revenue by 74% from 2011 to 2014.*
- Earned the Employee of the Year recognition in 2013 through demonstration of exemplary performance.*

THE PARK LANE HOTEL A PULLMAN HOTEL ▪ *Hong Kong, China*

BANQUET SERVICE TEAM LEADER

2003–2006

- Coordinated with banquet manager in managing operational functions and services; while ensuring staff compliance with all service rules and regulations
- Spearheaded banquet servers in ensuring that all information were accurate in accordance with customer needs and requests.
- Recapped all banquet checks to guarantee successful execution of each function.
- Served as team lead to banquet servers in setting up changes and time schedules for all functions as instructed by the banquet manager.
- Identified needs, requests, and concerns of all guest to ensure satisfaction and repeat business, in coordination with banquet manager, sales managers, and front desk manager.
- Assisted with check preparation of total charges for group functions to group contacts for payment processes.

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Earlier Career:

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|---|-----------|
| THE PARK LANE HOTEL A PULLMAN HOTEL ▪ <i>Hong Kong, China</i> | |
| BANQUET SERVICE JUNIOR CAPTAIN WAITER, Restaurant 27&Bar | 2002–2003 |
| THE DOLDER GRAND HOTEL ▪ <i>Zürich, Switzerland</i> | |
| COMMIS DE RANG, Restaurant La Rotonde | 2001–2002 |
| THE RENAISSANCE ZÜRICH HOTEL ▪ <i>Zürich, Switzerland</i> | |
| GUEST SERVICE TRAINEE | 2000 |

OTHER EXPERIENCE

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|---|-------------------|
| FLORIDA INTERNATIONAL UNIVERSITY ▪ <i>Miami, FL</i> | |
| ASSISTANT TEACHER, Advanced Food Production Management | Nov 2007–Apr 2008 |
| ASSISTANT TEACHER, Wine Technology | Nov 2007–Apr 2008 |

EDUCATION

MASTER OF SCIENCE IN REAL ESTATE, 2016 to Present
University of Washington, Seattle, WA, USA

CERTIFICATE IN HOTEL REVENUE MANAGEMENT, 2015
Cornell University

MASTER OF SCIENCE IN HOSPITALITY MANAGEMENT, 2011 (Accumulate GPA: 3.87)
Florida International University, Miami, FL, USA

BACHELOR OF SCIENCE DEGREE IN HOSPITALITY MANAGEMENT, 2009
Florida International University, Miami, FL, USA

ADVANCED DIPLOMA IN HOTEL AND TOURISM MANAGEMENT, 2002
Cesar Ritz Colleges (Formerly DCT University Center Switzerland), Lucerne, Switzerland

PROFESSIONAL DEVELOPMENT

Team Building and Leadership, 2006

AFFILIATION

Florida Realtors, *Member*