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**Resume**

**Personal Data**

**Gender:** Female

**Place of Birth:** Beijing, China

**Date of birth:** 07-12-1981

**Education**

**Stenden University of Applied Sciences** (The Netherlands) **& London Metropolitan University 2011-2012**

* Master in **International Service Management** (Dutch Degree)
* Master of **Arts** with Distinction (UK Degree)

**Beijing Union University** (China)  **2000-2004**

* Bachelor in Business Administration (Human Resources Management)

**Experience**

**2013.5- 2014.1 Junior Lecturer** inStenden University of Applied Sciences (The Netherlands)

* Guide and assist master students with their studies in the program of International Service Management
* Organize workshops for the master students on a regular basis
* Motivate students with their studies
* Assess the module assignments and test
* Co-work on a casebook and a soon to be published journal

**2008.4- 2010.10 Teaching and Training Supervisor** in Beijing Eastern Garden International Conference Center Co., LTD (China)

* Organize hotel training sessions
* Supervise and evaluate training processes and outcomes
* Curriculum and Training designs
* Plan and schedule general and annual training programs and report to the HR manager
* Financial appraisal for training session

**2004.7- 2008.4 Hotel Teacher & Trainer** inHoliday Inn Lido Beijing Hotel School & Holiday Inn Lido Beijing Hotel (China)

* Teach hotel courses for hotel trainee students
* Evaluate teaching and training process and outcomes
* Prepare for and supervise to the internship of the students
* Student and trainee recruitment
* Take part in hotel cross-training on a seasonal basis

**Research Experience**

**2012.3- 2012.9 One of the case writers and main editors of co-creating a service-related casebook** in Stenden University of Applied Sciences

* Create and edit teaching cases
* Evaluate cases
* Customize cases
* Testing the cases in a real class context
* Attend EDINEB 2012 conference for contributing to the casebook project
* Edit and finalize the casebook

**2006.9- 2006.12 One of the editors of co-writing two hotel textbooks** in Holiday Inn Lido Beijing Hotel School & Holiday Inn Lido Beijing Hotel

* Survey and information collection
* Design and edit the textbooks
* Translation
* Feedback collection

**Language and Computer Skills**

* Fluent in English speaking and proficient in English writing
* Standard Mandarin (native speaker)
* Be very good at Microsoft Office (Word, PowerPoint, Excel, Publisher and Outlook)

**Personal Characteristics**

* A strong sense of responsibility
* Perseverance
* Team player
* Independence
* The ability to work under pressure
* Result-oriented