



## FIONA CHUFANG ZHANG

2368 WEST 16TH AVE  
Vancouver, BC V6K3B6

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**OBJECTIVE: Hotel Practice & Internship Instructor**  
(Huangshan University, East China)

### SKILLS & QUALIFICATIONS

- Fluency in English, French, Mandarin.
- Strong decision making and problem-solving skills.
- Faster Learner and strong adapting to any environments.
- Good team player, but also enjoy working under minimum supervision.
- Excellent communication skills both verbal and written.

### WORK EXPERIENCE

**2013—Present** Telus Communications, Vancouver, BC, Canada

**Position Held:** Account Management - Bilingual (En & Fr)  
**Responsibilities & Achievements:**

- ☆ Generating reports. Assigning daily tasks to team members insuring staffs are motivated, monitored and measured in line with company's targets and performance standards.
- ☆ Arranging & chairing weekly team meetings, focusing on targets & achievements.
- ☆ Involved in the recruitment of new staffs. Monitoring and training up junior and new staffs.
- ☆ Praising team members and creating a positive working environment.
- ☆ Offering solutions to the top management regarding customer-related queries.

**2010---2013** Best Western Plus Downtown Vancouver, BC, Canada  
**2007---2010** Holiday Inn Montreal QC, Canada

**Position Held:** Reservation & Front Desk Agent  
**Responsibilities & Achievements:**

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- ☆ Registered guests, resolved customer complaints, provided information to clients regarding the community facilities. (tourism attractions, restaurants etc)
- ☆ Handled all the phone calls – directed calls to appropriate staff members and handled all general inquiries.
- ☆ Handled invoicing payment and cash operations, credit card, and cheque transactions during shift.
- ☆ Maintained a database for occupancy statistics. Updated information to keep other departments (housekeeping, restaurant) informed of any modifications

2006--2007 Chartwell Restaurant (Food & Beverage)

**Position Held:** Team Leader

**Responsibilities & Achievements:**

- ☆ Assigned daily tasks to team members and set up training if necessary.
- ☆ Responded to and resolved customer's daily concerns.
- ☆ Supervised the operation of restaurant lines and dining rooms.

2003----2005 Holiday Inn Express, Paris, France

**Position Held:** Front Desk Agent & Manager Assistant

**Responsibilities & Achievements:**

- ☆ Managed daily business of hotel.
- ☆ Responded to and resolved customer's daily concerns.

## EDUCATION:

<b>Travel Industry Council of Ontario (TICO) Certificate</b> (Montreal, Quebec)	2009
<b>French Language Certificate</b> Université de la Sorbonne, Paris, France	2004
<b>International Hotel Management Bachelor Degree</b> Institute VATEL, France	2003
<b>Zhejiang Shaoxing Luxun High School</b>	2000

References available upon request