

Jinhuan Chen

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EDUCATION

Georgia State University, J. Mack Robinson College of Business | GPA 4.17 Atlanta, GA
Bachelor of Business Administration – Major: Real Estate Graduation Date: Dec 2022

Nanjing Institute of Tourism and Hospitality
Three-year college certificate – Major: Hotel Management Jul 2010

Relevant Coursework: Real Estate Principles, Real Estate Development, Business Analysis, Elementary Statistics, Corporation Finance, Principles of Accounting, Principles of Macroeconomics & Microeconomics, Global Economics, Introduction to Computer based Information Systems, Introduction to Marketing

EXPERIENCE

Keller Williams Realty Atlanta, GA
Real Estate Intern May 2021– August 2021

Westin Atlanta Airport Atlanta, GA
Front Desk Manager April 2017 – September 2018

- Led Starwood Preferred Guest Program and Front Desk team to achieve the monthly target of Westin brand membership sign ups
- Prepared daily team checklist to ensure successful completion of day to day tasks
- Attended hotel profit & loss meeting and learned about the financial components of the hotel business
- Prepared hotel giftshop inventory and created inventory report as well as the front office labor report
- Cross trained teammates in the sales department

Pullman Nanjing Lukou Airport Jiangsu, China
Guest Experience Manager June 2015 – March 2017

- Conducted hotel internal brand standard audit and assisted the hotel in passing the Accor hotel Leading Quality Assurance audit
- Performed role as Manager on Duty to be a leader of all departments during weekends
- Ensured customer satisfaction through prompt action in response to online guest reviews and internal guest surveys
- Organized weekly & monthly hotel service quality meetings

DoubleTree by Hilton Hotel Shanghai – Pudong Shanghai, China
Assistant Manager of Front Office September 2014 – June 2015

- Assigned and was responsible for all VIP hotel rooms and ensured all VIP amenities were delivered in a timely manner
- Ran hotel night audit report for total 850 rooms
- Resolved guest complaints or other hotel accidents while also maintaining hotel house bank

Westin Atlanta Airport Atlanta, GA
Hotel Management Trainee September 2013 – August 2014

LEADERSHIP & PROFESSIONAL DEVELOPMENT

Commercial Real Estate Group at GSU Atlanta, GA
Club Member December 2020 – Present

- Attended several webinars with leading real estate professionals from companies including PGIM, Stockbridge, Wells Fargo, CBRE, and many more.
- Introduced to the basics of Commercial Real Estate, Google Earth, and Excel Financial Modeling.

SKILLS, INTERESTS, & LANGUAGE

- **Technical Skills:** Microsoft Applications (Excel, Word, PowerPoint, & Outlook)
- **Interests:** Music, Hiking, Traveling, Photography
- **Language:** English, Mandarin