

# ROLA LOU / 樓華

(853) 6825 5053

[S174582@ift.edu.mo](mailto:S174582@ift.edu.mo)

Institute of Tourism,

Taipa, Macau SAR, China



## **Education:**

Institute for Tourism Studies (IFT), Macau SAR, China 2017-Present  
Bachelor of Science in Tourism-Event Management

- Expected Graduation Date: May 2020

Fuyang Senior High School, Hangzhou, Zhejiang, China 2015-2017

- Graduation Date: June 2017

## **Relevant Experience:**

*Event Assistant (internship)* July 2019-January 2020

SmallWORLD Experience Company, Macau

- Customer relationship management- zoho
- Preparation of events (team building and entertainment)
- Coordination of events

*Member of Mentorship Programme* March 2019- Present

- Communication with mentors in management and entertainment industry
- Member of Skal International Macau

## **Other experience:**

*Member of Singapore Exchange Group* July 2019

- 2019 Singapore Culture and Creativity Programme study tour
- Member of Chinese Cultural Industries Promotion Association

*Guest Services Assistant (Part-time)* June 2018- February 2019

Dairy Queen shop, Hangzhou, Zhejiang

- Food Making
- Answered phone calls
- Assisted guest complaints

*Front Desk Receptionists (practicum)*

November 2017-December 2017

Institute for Tourism, Macau

- Reception & reservation
- Check in and check out

*Waitress (practicum)*

August 2017-September 2017

IFT Educational Restaurant, Macau

- Served food to guests & Took bills
- Assisted guest complaints

**Honors & Awards:**

- “The most beautiful student” award at FuYang Secondary School, 2016

**Computer Skills:**

- Excellent with Microsoft Word, PowerPoint, Excel, Wix
- Skilled with Microsoft Premiere, Video Studio and Project
- Proficient in Front Desk Opera system

**Language Skill**

- English (Native proficiency) Passed College English Test Band Four in 2018
- Mandarin (Native proficiency both in writing and speaking)
- Cantonese (Elementary)
- Portuguese (Elementary)

**Other Skills:**

- Motor vehicle driving license

**Interest and hobbies:**

- Singing- I won the 2<sup>nd</sup> place in the competition before and now a member of IFT Music Club.
- Dancing- I learned dancing for one year before and I enjoy dancing.
- Organizing- I organized several class activities (for 60 people) in senior school annually.