Jahyun(Lauren) Chae

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EDUCATION

Cornell University Ithaca, NY
Ph.D. in Hotel Administration Expected graduation: Dec 2027

University of Texas at Dallas (UTD) Richardson, TX
Master of Science, Business Analytics GPA: 3.89, May 2021
Scholar with Distinction

University of Nevada, Las Vegas (UNLV) Las Vegas, NV
Bachelor of Science, Hospitality Management GPA: 3.90, Dec 2018
Magna Cum Laude Honors/Dean's Honor Roll

BUSINESS EXPERIENCE

McCarran International Airport, Clark County Department of Aviation Las Vegas, NV
Business office Intern (Airlines, Real properties, Concessions, Rental-car-facility) Jan 2018 – Apr 2019

- Assisted to improve pricing strategies for aviation support providers to facilitate financial process
- Contributed to update space usage by organizing over 200 leased space drawings of tenants
- Computed opportunity cost of leased space based on previous 36 month's revenue to support legal documents
- Collaborated with public affair department to balance the costs and benefits of the payphones

MBA Programs, University of Nevada, Las Vegas Las Vegas, NV
Student Worker Nov 2017 – Dec 2018

- Converted over 300 hard file documents of previous and graduating students into PDF files
- Prepared information session materials for 30 prospect MBA applicants every session
- Updated student data in Excel, created files, and assisted to organize events for MBA students

ACADEMIC PROJECT

Customer Feedback Analysis Las Vegas, NV

- Analyzed more than 600 customer feedback regarding newly renovated rooms of a hotel
- Contributed to find missing insulation between connected rooms based on the room numbers of noise complaint
- Suggested to enhance employee training based on the data of complaint and employee schedule
- Proposed to modify misleading information on website that resulted in customer complaints

CERTIFICATION & WORK SKILLS

- Fluent in Korean
- Microsoft Word, Power Point Certification