

Vinh Le, CHIA

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EDUCATION

Michigan State University (GPA: 3.82 – Dean's List)

Expected Graduation: May 2021

B.A. in Hospitality Business – Minor in Hospitality Business Real Estate Investment Management

Florida Atlantic University

April 2020

Hospitality & Tourism Management Certificate

PROFESSIONAL EXPERIENCES

Inn at Bay Harbor – Autograph Collection (140 rooms)

Bay Harbor, MI

Front Desk Supervisor / Night Auditor / Housekeeper Intern

May – September 2020

- Check guests in and out using PMS, Springer-Miller, Marriott Mobile Guest Services, GXP Systems
- Make sure desk is staffed at all times with appropriate coverage

Castell Project, Inc.

Atlanta, GA

Research Intern

June - August 2020

- Develop a resource website for women and minority businesspeople to consider and pursue hotel ownership.

Kellogg Hotel and Conference Center (160 rooms)

East Lansing, MI

Front Office Associate (Front Desk, PBX, Parking, Bell) / Certified Reservations Specialist

May 2019 – May 2020

- Answer phones, make reservations, maintaining records and accounts
- Check guests in and out of the hotel using Opera and Kipsu Systems

EXTRACURRICULAR ACTIVITIES

Chief Financial Officer – MSU Hospitality Association

June 2020 – May 2021

Research Assistant – “Comprehensive Understanding of Mutual Delight”

May 2020 – September 2021

Sponsorships Assistant Director – MSU Destination Auction

September 2019 – March 2020

Student Activities Council Community Outreach Liaison - Des Moines Area Community College

Fall 2017

Inducted member - The National Society of Leadership and Success, Phi Theta Kappa, Knights of Columbus, AHLA MSU

Volunteer - Iowa State Fair, Meals from the Heartland, Holy Cross Services, Nodaway Nursing Home, Diocese of Salina, Volunteer for Tourism (VTO) Vietnam

CERTIFICATION

Certification in Hotel Industry Analytics (CHIA)

October 2020

ServSafe® Manager

December 2019

TIPS On Premise 3.0

November 2019

HONORS/AWARDS

First-place - Hilton Hackathon - Challenge: Guest's Search Improvement

Fall 2019

Scholarship Recipient – American Hotel & Lodging Association, American Express Fund, Society for Hospitality and Foodservice Management, NEWH Chicago, MSU Hospitality Endowment, Shelving.com, Houston Community College (HCC) Reading Culture, HCC Speech Tournament Winner