

# Alexandra Anselmo Sotto

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## EDUCATION

### The University of Hong Kong

2025 - present

Bachelor of Arts in Global and Area Studies

### HKU SPACE Po Leung Kuk Stanley Ho Community College (HPSHCC)

2023 - 2025

Higher Diploma in Tourism and Hospitality Management Studies, Principal's Honours List, CGPA 3.69

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## EXPERIENCE

### Little Bao: Server

Mar 2025 – present

- Delivering vibrant dining experiences while showcasing Little Bao's sense of playfulness and togetherness, through serving handcrafted baos that celebrate reimagined Hong Kong comfort food classics
- Excelling in a fast-paced and collaborative environment that actively contributes to daily revenue streams ranging from \$7,000 to \$30,000 through expert menu knowledge and strategic upselling
- Consistently upholding the unique culinary narrative of Chef May Chow, Asia's Best Female Chef 2017 for Little Bao, reinforcing the restaurant's acclaimed and innovative identity through high levels of engagement and thoughtful service

### Regent Hong Kong: Regent Experience Agent - Club Trainee

Jul 2024 - Jan 2025

- Delivered exceptional customer service to high-profile clientele as well as IHG Group elite members, tailoring their stay through personalization to accommodate guests' unique needs and preferences, fostering an inclusive environment, and enriching experiences
- Actively sought guest feedback and contributed to service improvements, leading to a noticeable increase in positive travel review websites such as TripAdvisor comments during the internship period
- Managed high-volume service during peak periods, overseeing that all food and beverage operations met the highest standard for over 200 guests daily, through festive seasons, demonstrating strong organization and multitasking skills in a fast-paced setting

### Ovolo Hotel: Food Server

Oct 2023 - Jul 2024

- Proactively initiated a professional and culturally sensitive service by attentive engagement and respect for diverse customer preferences, promoting a memorable dining atmosphere
- Developed hosting skills by welcoming guests warmly, providing personalized service, and addressing inquiries to create memorable first impressions
- Acquired insightful knowledge of menu items, particularly Indian fusion cuisine, enabling an understanding and ability to adapt and engage in an environment of diversity

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## EXTRACURRICULAR ACTIVITIES & ACHIEVEMENTS

### HPSHCC Well-Being Facilitator Scheme: Lead Coordinator & Outstanding Well-being Facilitator

Oct 2023 - May 2024

- Conducted engaging workshops on diverse mental health topics, covering stress management, self-care practices, resilience building, and promoting positive mental well-being
- Launched and oversaw a 3-day campus-wide empathy-themed mental health campaign, promoting to over 1000 students, and organized an intimate interactive workshop, Empathy Cafe, with 18 participants, focusing on exploring emotions and fostering effective communication
- Spearheaded collaboration with various student organizations to cultivate a community of mutual support through enhanced resources available for mental health

### HPSHCC 15<sup>th</sup> Students' Union: Student Advisory Board Representative

Oct 2023 - Aug 2024

- Acted as a liaison between the student body and the college administration, representing the interests and concerns of students as a member of the Student Advisory Board

### The Zubin Foundation Conference, Journey to Racial Equality: Mental Health Speaker

Mar 2023

- Conveyed insights and experiences regarding mental health struggles of ethnically diverse communities, fostering dialogue and collaboration with various experts and stakeholders to raise awareness for culturally sensitive support and resources to an audience of 100 people

### HKUST Connect & Gay Games Hong Kong, Multiple Intersections of Identity -

Nov 2022

### We are minorities within minorities: Speaker

- Shed light on the complexities and challenges faced by LGBTQIA+ ethnically diverse youth in Hong Kong through discussions and personal experiences

### HKFP Feature - A minority within a minority: Three ethnic minority queer teens navigate pride journey in Hong Kong

Jul 2022

- Amplified the unique voices and perspectives of queer ethnic minorities in Hong Kong through the power of advocacy and storytelling

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## LANGUAGE

Native Level Proficiency in English and Tagalog