澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Manager (Hotel Revenue Optimization)

Job Description:

- Develop and implements revenue optimization strategies for both gaming and non-gaming utilizing hotel assets
- Assist with budget, forecast and strategic plan process for hotel and other applicable revenue streams
- Optimize profitability per room by managing hotel ADR, occupancy and casino room criteria daily, short term and long term; Identify distressed periods and initiate recovery and contingency plans
- Understand the needs of different market segments and work effectively with hotel operation, resort marketing, Sales & Marketing and other operation divisions to develop strategic programs to maximize hotel's profitability
- Work closely with hotel operation, resort marketing, Sales & Marketing and channel distribution team on managing hotel daily inventory, operation procedures, and implementing sale strategies
- Responsible for building and optimizing revenue-generating hotel and casino related products, positioning and launching strategies successfully, and providing analytics and reporting
- Train and develop the next generation of analytical talents
- Conduct Business Revenue meetings to resolve operational issues and ensure strategies implement appropriately
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above
- Minimum 4 years' solid experience in casino / hotel / resort revenue management / analysis
- Experience in optimizing revenue in a multi-properties environment
- Good understanding of all aspects of management within casino / hotel operations in large scale casino hotel
- Knowledge of strong organizational skills
- Good Knowledge of Data Management and Customer Segmentation Management
- Proficient in MS Office
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 82978635 / 82978485

Department: Strategic Analysis

Position Title: Assistant Manager (Hotel Revenue Optimization)

Job Description:

- Lead a team of Analysts and Senior Analysts to implement revenue optimization strategies for both gaming and non-gaming by utilizing company hotel assets
- Assist with budget, forecast and strategic plan process for hotel and other applicable revenue streams, and communicate to Hotel Sales, Casino and Resort Marketing, Reservation, CRM and Loyalty Marketing
- Conduct post analysis and monitor room related campaigns and offers
- Optimize profitability per room by managing hotel ADR, occupancy and casino room criteria daily, short term and long term; Identify distressed periods and initiate recovery and contingency plans
- Understand the needs of different market segments and work effectively with hotel operation, resort marketing, Sales & Marketing and other operation divisions to develop strategic programs to maximize hotel's profitability
- Work closely with hotel operation, resort marketing, Sales & Marketing and channel distribution team on managing hotel daily inventory, operation procedures, and implementing sale strategies
- Responsible for building and optimizing revenue-generating hotel and casino related products, positioning and launching strategies successfully, and providing analytics and reporting
- Train and develop the next generation of analytical talents
- Conduct Business Revenue meetings to resolve operational issues and ensure strategies implement appropriately
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above
- Minimum 3 years’ solid experience in casino / hotel / resort revenue management / analysis
- Experience in optimizing revenue in a multi-properties environment
- Good understanding of all aspects of management within casino / hotel operations in large scale casino hotel
- Knowledge of strong organizational skills
- Good knowledge of data management and customer segmentation
- Proficiency in Microsoft office applications including Word, Excel, PowerPoint and Outlook
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Good in spoken and written English, Cantonese and Mandarin

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Senior Analyst (Hotel Revenue Optimization)

Job Description:

- Assist on implementing revenue optimization strategies for both gaming and non-gaming utilizing hotel assets
- Maintain hotel room budget and forecast accuracy and implement strategic plan process for hotel and other applicable revenue streams
- Understand the needs of different market segments and work effectively with Front Office, Hotel Sales, Resort Premium Market Development, VIP Services & Resort Marketing, and CRM & Loyalty Marketing to implement optimization strategies
- Monitor daily room pickup from each channel and identify yielding opportunities
- Work closely with Front Office, VIP Services & Resort Marketing, Sales, Marketing and Channel Distribution team on managing hotel daily inventory, operation procedures, and implementing sale strategies
- Maintain all relevant reports regarding room yielding, monitor daily room pickup from each channel and identify yielding opportunities
- Assist on simplifying and automating reporting process with BI tools
- Assist on maintaining databases accurate and up to date
- Maintain channel distribution related systems in the absence of Channel Distribution
- Train and coach the analysts in both analytical and reporting skills
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above, major in Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Minimum 2 years' solid experience in casino/hotel/resort revenue management/analysis
- Good understanding of all aspects of management within casino/hotel operations in large scale casino hotel
- Good Knowledge of Hotel Property Management System and casino patron management system
- Possess excellent internal customer service, organization, interpersonal, oral and written communications, team building, problem-solving skills
- Willing and able to work extended shifts, weekends, holidays
- Proficient in both written and spoken Chinese and English

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Analyst (Hotel Revenue Optimization)

Job Description:

- Assist on implementing revenue optimization strategies for both gaming and non-gaming utilizing hotel assets
- Assist with budget, forecast and strategic plan process for hotel and other applicable revenue streams
- Understand the needs of different market segments and work effectively with hotel operation, casino services and marketing, sales & marketing and other operation divisions to implement optimization strategies
- Monitor daily room pickup from each channel and identify yielding opportunities
- Work closely with hotel operation, casino services and marketing, sales & marketing and channel distribution team on managing daily hotel rates and availabilities, casino criteria, operation procedures, and implementing business strategies
- Maintain all relevant reports regarding room yielding
- Assist on simplifying and automating reporting process with BI tools
- Assist on maintaining databases accurate and up to date
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree in hospitality, statistics, finance, computer science or mathematics is preferred
- Minimum 1 year solid experience in casino / hotel / resort revenue management / analysis
- Knowledge in Excel, PowerPoint, MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Proficient in both written and spoken Chinese and English
- Good understanding of all aspects of management within casino/hotel operations in large scale casino hotel
- Possess excellent internal customer service, organization, interpersonal, oral and written communications, team building, problem-solving skills
- Detail oriented, self-motivated and prioritize multiple tasks

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Manager (Marketing & Sales)

Job Description:

- Provide Data intelligence through analysis from multiple cross functional sources to substantiate business decisions and recommendations for Marketing & Sales units
- Use the data visualization tools and techniques to generate dashboards, reports and presentations that aid in data storytelling, understanding and interpretation of trends and patterns of business importance
- Perform statistical modeling and analysis of structured and unstructured data sets to develop metrics, reports and visualizations of trends and patterns
- Conduct in-depth analysis of various areas e.g. marketing event & promotion, patron assignment, sales and customer performance to determine key drivers
- Assist business stakeholders with data analysis to identify operational improvement opportunities and resolve business issues/challenges for key strategic initiatives
- Guide and coach analysts in the team on storytelling, in-depth analysis and Insights
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Minimum 5 years' solid experience in Casino Marketing/Sales, CRM, Business Insights and related areas with proven ability to synthesize complex analysis into simple, visual, strategic insights that drive executive decisions; with at least 2 years of management experience is preferred
- Bachelor degree or above, major in Marketing, Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Experience with data, statistical, and data visualization tools: MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python, CAD, Excel and PowerPoint etc.
- Proficient in both written and spoken Chinese and English
- A strategic thinker with a combination of analytical, influencing, leadership and communication skills coupled with a positive, can-do attitude a must

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Assistant Manager (Marketing & Sales)

Job Description:

- Analyze business processes and performance, provide strategic initiatives from KPIs analysis for gaming/non-gaming business units to optimized sales performance, gaming/non-gaming revenue and marketing re-investment
- Collaborate with business partners to facilitate relevant report and dashboard creation that provides strategic insights and recommendations for key gaming/non-gaming business areas
- Prepare visualization and data-driven reporting for management presentation materials
- Train and coach the analysts and senior analysts in both analytical and reporting skills
- Provide suggestions based on analytical results in a productive manner
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above, major in Marketing, Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Any valid professional certification for Excel, PowerPoint, MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD is preferred
- Minimum 4 years' analytical experience in gaming/marketing & casino sales area
- Knowledge of gaming marketing, sales incentive calculation, patron assignment, structure of loyalty program is preferred
- Knowledge in Excel, PowerPoint, MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Proficient in both written and spoken Chinese and English
- Good knowledge of gaming business areas covering business processes and reporting with analytic
- Ability to analyze data and make recommendations

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Senior Analyst (Marketing & Sales)

Job Description:

- Analyze business processes and performance, and provide strategic initiatives from KPIs analysis for gaming business units to optimize gaming revenue, marketing re-investment, return on investment and sales performance
- Collaborate with business partners to facilitate relevant report and dashboard creation that provides strategic insights and recommendations for key gaming business areas
- Prepare visualization and data-driven reporting for management presentation materials
- Support the development and maintenance of a holistic BI platform and data mart that enhances the analytics capability of the department
- Train and coach the analysts in both analytical and reporting skills
- Provide suggestions based on analytical results in a productive manner
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Minimum 2 years' analytical experience in gaming/marketing & sales area
- Bachelor degree or above, major in Marketing, Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred
- Knowledge of gaming marketing, CRM and structure of loyalty program is preferred
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Proficient in both written and spoken Chinese and English
- Good knowledge of gaming business areas covering business processes and reporting with analytics
- Ability to analyze data and make recommendations

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Analyst (Marketing & Sales)

Job Description:

- Analyze business processes and performance, provide strategic initiatives from KPIs analysis for gaming/non-gaming business units to optimized gaming/non-gaming revenue, marketing re-investment and sales performance
- Prepare periodic and analytical reports for management presentation martials
- Research and analyze industry trends and competitor strategies
- Assist to develop, maintain and monitor the implementation of database system
- Support the development and maintenance of a holistic BI platform that enhances analytic capability of the department
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree in marketing, gaming, hospitality, statistics, finance, computer science or mathematics is preferred
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Any database management and analytical experience is preferred
- Good knowledge of gaming business areas covering business processes and reporting with analytic
- Possess excellent internal customer service, organization, interpersonal, oral and written communications, team building, problem-solving skills
- Proficient in both written and spoken Chinese and English

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Senior Analyst (Business Intelligence & Database Analytics)

Job Description:

- Creating the architecture that supports business intelligence activities, ensuring data integrity, and optimizing data flow for efficient querying and reporting.
- Work with a variety of tools and technologies, including SQL databases, ETL (Extract, Transform, Load) processes and transform raw data into a structured format suitable for strategic decision-making.
- Designing and implementing robust data warehouse architectures that support business requirements
- Developing ETL (Extract, Transform, Load) processes to integrate data from multiple sources into a centralized repository
- Creating data models that accurately represent business processes and support analytics
- Ensuring the security of the data warehouse and compliance with data governance standards
- Optimizing data warehouse performance through indexing, partitioning, and query tuning
- Collaborating with business analysts to understand analytical needs and deliver appropriate data structures
- Writing complex SQL queries for data manipulation and retrieval
- Testing and troubleshooting data systems to ensure accuracy and quality of data
- Documenting the data warehouse and maintaining metadata repositories
- Monitoring data warehouse systems to ensure reliability and performance standards are met
- Providing support and training to end-users on data warehouse usage and best practices

Job Requirement:

- Providing support and training to end-users on data warehouse usage and best practices
- Bachelor degree or above, major in Gaming, Computer Science, Statistics, Data Science, IT is preferred
- Minimum 2 years' analytical experience in gaming/marketing & sales area
- Any valid professional certification for Excel, PowerPoint, MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python is preferred
- Knowledge of gaming marketing, CRM, structure of loyalty program and table & slot operation is preferred
- Knowledge of Excel, PowerPoint, MS SQL server, data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Proficient in both written and spoken Chinese and English
- Good knowledge of gaming business areas covering business processes and reporting with analytics
- Ability to analyze data and make recommendations

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Senior Analyst (Gaming)

Job Description:

- Analyze business performance and player behavior to support improvement of the key performance indicators
- Regularly update stakeholders on business performance & any other analytics related initiatives
- Create & maintain dashboards at multiple levels of detail to meet the needs of different stakeholders
- Work closely with the gaming operation teams to effectively communicate the findings and propose improvements
- Develop and maintain the analytic database warehouse
- Carry out other duties as assigned by Management or otherwise delegate

Job Requirement:

- Bachelor’s degree or above in Gaming, Computer Sciences, Business Management or quantitative fields (Statistics, Finance, or Economics etc.)
- Minimum 2 years of experience in data analysis, statistical analysis, or business intelligence reporting
- Advanced knowledge of Casino gaming industry (Table games and/or slot experience preferred)
- Strong analytical and quantitative problem solving ability
- Proficient in SQL highly preferred
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Advanced knowledge of Microsoft Excel /PowerPoint experience
- Proficient in both written and spoken Chinese and English

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Senior Analyst (Market Research and Performance Optimization)

Job Description:

- Assist with collecting and analyzing data on customers, competitors, local market, source markets, etc. Consolidate and translate information into actionable items, reports and presentations
- Prepare regular reports and analysis tracking performance on labor productivity and service measurement
- Work closely with operations teams to understand labor requirements, schedule constraints, and align on model parameters and inputs
- Assist with reviewing and analyzing schedules to identify and implement opportunities to gain ongoing improvements in labor usage
- Assist with compiling performance reports on service measurement and improvement initiatives across different customer touchpoints
- Work with large, multi-source datasets to curate and synthesize data into actionable, accessible updates and visualizations to communicate findings with stakeholders
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above, major in Statistics, Data Science, Computer Science, Engineering, Mathematics is preferred
- Minimum 2 years solid experience in casino/hotel/resort management/market research/labor optimization/service measurement
- Understanding of hospitality industries, either through previous experience or operational experience in the hospitality industry
- Understanding of market research and/or labor optimization and/or service measurement within casino/hotel operations in large scale casino hotel
- Proficient in both written and spoken English and Chinese, along with good report writing skill
- Proficiency in Microsoft office applications including Word, Excel and PowerPoint
- Proficiency in analytical and data visualization tools (SAS, SQL, PowerBI, Tableau, SSRS, Python are preferable)

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Analyst (Market Research and Performance Optimization)

Job Description:

- Assist with collecting and analyzing data on customers, competitors, local market, source markets, etc. Consolidate and translate information into actionable items, reports and presentations
- Prepare regular reports and analysis tracking performance on labor productivity and service measurement
- Work closely with operations teams to understand labor requirements, schedule constraints, and align on model parameters and inputs
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- Work with large, multi-source datasets to curate and synthesize data into actionable, accessible updates and visualizations to communicate findings with stakeholders
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above, major in Statistics, Data Science, Computer Science, Engineering, Mathematics is preferred
- Minimum 1 year solid experience in casino/hotel/resort management/market research/labor optimization/service measurement
- Understanding of hospitality industries, either through previous experience or operational experience in the hospitality industry
- Understanding of market research and/or labor optimization and/or service measurement within casino/hotel operations in large scale casino hotel
- Proficient in both written and spoken English and Chinese, along with good report writing skill
- Proficiency in Microsoft office applications including Word, Excel and PowerPoint
- Proficiency in analytical and data visualization tools (SAS, SQL, business intelligence tools are preferable) data mining, SAS, Tableau, PowerBI, SSRS, Python and CAD
- Strong attention to detail, organizational and time management skills
- Project management skills
- Detail oriented, self-motivated and prioritize multiple tasks
- Adhere to departmental and company policies

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Strategic Analysis

Position Title: Specialist (Channel Distribution)

Job Description:

- Implements revenue optimization strategies for both gaming and non-gaming through hotel management and channel distribution systems
- Ensure that all relevant property information are up-to-date and accurate in all applicable channels including but not limited to Grand Lisboa Palace’s official channels, OTAs, GDS, and other 3rd party travel portals
- Maintenance of the channel manager application databases, which includes loading, updating of hotel configuration, rate and availability information
- Assist in configuring, integrating associated channel distribution related interfaces for selected strategic projects when required. Maintain the systems and processes to support implementation of operation business plans and goals, monitor and measure achievement of goals
- Ensure rate and availability parity are being maintained among all direct and indirect channels, agreements are being adhered to and communicate effectively any discrepancies and issues to the respective teams
- Ensure the proper and efficient operation of channel distribution team
- Carry out other duties as assigned by Management or otherwise delegated

Job Requirement:

- Bachelor degree or above in related discipline
- Minimum 1 year solid experience in casino / hotel / resort hotel reservation / channel distribution preferred
- Understanding of reservation and / or channel distribution within casino / hotel operations in large scale casino hotel
- Understanding of Opera PMS Technology, central reservation system and channel distribution system
- Proficiency in Microsoft office applications including Word, Excel and PowerPoint
- Possess excellent internal customer service, organization, interpersonal, oral and written communications, team building, problem-solving skills
- Detail oriented, self-motivated and prioritize multiple tasks
- Proficient in both written and spoken English and Chinese

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