



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



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

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 8297 0969 / 8297 0965

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SJM RESORTS, S.A.

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



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SJM RESORTS, S.A.

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



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SJM RESORTS, S.A.

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



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SJM RESORTS, S.A.

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



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

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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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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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 materials
- 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



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SJM RESORTS, S.A.

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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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 & 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



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

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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Department: Strategic Analysis

Position Title: Analyst (Market Research & 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



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SJM RESORTS, S.A.

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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