

PERSONAL DETAILS

Last, First Name: Fernández Muñoz, Iván
Nationality: Spanish

Address: C/ Baena 17, 5C
41006. Seville, Spain

Phone number: +34 620 624 491
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Computer Science engineering Bachelor's Degree student. Professional in hospitality and leisure products management, focused on tourism sustainability through conservation of nature and social environment.

PROFESSIONAL EXPERIENCE

- 15/07/19 – 25/10/21 Reception Assistant at Hotel Iberostar Selection Lanzarote Park
<https://www.iberostar.com/hoteles/lanzarote/iberostar-lanzarote-park/>
- Front Desk operations
 - Customer loyalty management
 - Upsales model on inhouse services and packages approach
- 17/09/18 – 02/07/19 Receptionist at Hotel The Volcán Lanzarote
<https://www.hotelvolcanlanzarote.com/>
- Front Desk operations
 - Events organization and travel industry FamTrips support
 - Customer loyalty management
 - Leisure time and bookings management in restaurants
- 18/12/17 – 06/07/18 Food and Beverage Assistant Manager at Royalton Negril, Jamaica
<http://royaltonresorts.com/royalton-negril>
- Performing tasks on the following positions:
- Service and Administrative F&B Assistant Manager
 - Food and Beverage, and Quality Corporte Assistant Manager on new openings and property management
 - Restaurant Manager
 - Bar Manager
 - Banquets, Minibar and Room Service Manager
 - Stewarding Manager
 - Cost Control Department
 - Human Resources Department
- 02/11/16 – 01/10/17 Reception Assistant at Gran Tagoro Playa Blanca Hotel, Lanzarote
<https://www.dreamplacehotels.com/es/hotel-gran-tagoro>
- Bookings management and quotation
 - Front desk operations
 - Customer loyalty management
 - Leisure time and bookings management in restaurants

22/04/15 – 07/10/16 Assistant Food & Beverage Manager at H10 Rubicon Palace, Lanzarote
<https://www.h10hotels.com/es/hoteles-lanzarote/h10-rubicon-palace>

- Accounting
- Buffet restaurants manager
- Staff Management
- A la Carte restaurants daily bookings
- Guests relations, Customer care

EDUCATION

Since 2021

Computer Science Engineer at Universidad Nacional de Educación a Distancia <https://www.uned.es/>

- Computer engineering
- Software engineering
- Artificial intelligence
- Programming and data structures
- Languages processing

2015 – 2016

Master Degree in Tourism and Leisure Management at Universidad Nacional de Educación a Distancia <https://www.fundacion.uned.es/>

- Managerial economics
- Commercial activity
- Accounting management
- Human Resources management
- Process and Quality Systems management (ISO 9000)

2010 – 2015

Bachelor Degree in Tourism at Universidad de Sevilla, Spain
<http://www.us.es/>

- Business management
- Modules on Geography, Law, Marketing, Economics and Information Technologies
- English for tourism activities
- Third language basic knowledge (German)

Bachelor Thesis: 'Property Management Systems applied to all different departments in Hospitality Management'

2012 – 2013

IIMC University of Applied Sciences, Krems, Austria, as International student Erasmus – "Tourism and Leisure Management Bachelor".
<http://fh-krems.ac.at/>

- Two semesters (10 months) with Mobility program Erasmus

PERSONAL SKILLS

Languages

Spanish: Native level

English: Advanced level

French: Upper intermediate level

Italian: Intermediate level

German: Lower intermediate level

Information Technologies

Advanced level on Property Management Systems

Advanced level on Office Automation

Intermediate level on Social Network

Intermediate level on Image Editing

Basic level on Object-Oriented Programming