

IVÁN FERNÁNDEZ MUÑOZ

Customer Support Representative (SaaS) | Computer Science Engineering Undergraduate



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ivanfernandeztri

ABOUT ME

At the present, I am immersed in a personal/professional horizontal development, combining my previous knowledge in hospitality and customer service experience, with newly refreshed computer and IT solutions in order to ease and improve user (company and employee) experience.

I am currently employed as Customer Support Representative at Mews, providing tech assistance to customers and developing product documentation for the best use of tools.

PERSONAL SKILLS

Languages

SPANISH



ENGLISH



FRENCH



ICTs

PMS



Office automation



Soc Networks



Object O.



Programming

PROFESSIONAL EXPERIENCE

Customer Support Representative at Mews

Since 01/2023

- Develop an in-depth understanding of the solutions, serving as an ambassador, ensuring customers are achieving great value from the product
- Provide support for customers on technical issues via email, phone
- Consult with customers on ways to improve usage and efficiency
- Maintain thorough customer documentation

Front desk receptionist in hotels

11/2016 - 10/2017 | 09/2018 - 12/2022

- Night audit and financial management
- Guests relations, Customer care
- Touroperation and direct bookings management
- Upsales model on inhouse services and packages approach

Food and Beverage Assistant Manager at Royalton Negril, Jamaica

12/2017 - 07/2018

- Service and Administrative F&B Assistant Manager
- Food and Beverage, and Quality Corporte Assistant Manager on new openings and property management

Assistant Food & Beverage Manager at H10 Rubicon Palace, Lanzarote

04/2015 - 10/2016

- General operations and POS management
- Administrative F&B Assistant Manager

EDUCATION

Since 2021

Computer Science Engineer at Universidad Nacional de Educación a Distancia, Spain

2015 - 2016

Master Degree in Tourism and Leisure Management at Universidad Nacional de Educación a Distancia

2010 - 2015

Bachelor Degree in Tourism at Universidad de Sevilla, Spain

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

2012 - 2013

IMC University of Applied Sciences, Krems, Austria, as International student Erasmus - "Tourism and Leisure Management Bachelor"