



IVÁN FERNÁNDEZ MUÑOZ

Customer Support Connectivity Expert (SaaS) | Computer Science Engineering Undergraduate

CONTACT

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ABOUT ME

I provide technical assistance to business partners that integrate with PMS and assist in the resolution of advanced technical support cases, as well as develop documentation for the correct application of the product and its tools.





With the knowledge acquired in the 2 years of Computer Engineering I have studied to date, in addition to specialized courses in various IT subjects, I offer the industry a profile of hospitality and technical knowledge in computer tools to develop new opportunities in companies in the sector.

PERSONAL SKILLS

Languages

SPANISH 
ENGLISH 
FRENCH 

ICTs

Property Management System 
Software integration and APIs 
Integrations automation 
Object Oriented Programming 

PROFESSIONAL EXPERIENCE

Mews PMS

Customer Support Connectivity Expert

Since 10/2023

- Train standard support staff and deal with technical queries
- Understand machine-readable formats (e.g. JSON, XML)
- Analyze system logs of API traffic in any logging tool
- Communicate with clients' IT and general staff regarding their property servers and security settings, and custom integrations to the properties
- Escalate client technical issues to external partners' technical team

Customer Support Representative

01/2023 - 10/2023

- 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

Iberostar - Livvo - Dreamplace - Hospes

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

Royalton Resorts

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

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'