

Franciscoelias Merchan



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<https://github.com/CiscoMerchan>

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- Self-motivated and dedicated to achieving goals.
 - Professional work ethic with a sense of responsibility and reliability.
 - Adaptable and quick learner, able to work well under pressure.
 - Strong communication skills and ability to adapt to individual needs.
 - Experience in planning and implementing business improvements and training and managing staff while maintaining
 - Motivation.
 - Knowledgeable: Python, JavaScript, Flask, Django, SQL, HTML, CSS, Tkinter.
 - Multilingual with fluency in Spanish, French and English.
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Hospitality - Place and position

- La Tortilleria, Melbourne, Australia. FOH Manager (2019 – 2021)
- Connexion Live Bar Cabaret, Toulouse, France (2012 – 2015) Manager
- London Town Pub, Toulouse, France (2009 – 2012) Assistant Manager.

Experience

- Authored and updated training manuals for new hires, enabling them to quickly acquire the necessary knowledge and skills to perform their roles effectively.
- Motivated team excellence through fair evaluation, process review and mentoring.
- Weekly meeting with CEO and Director of the company to review KPIs.
- Worked directly with staff to maximize customer satisfaction, streamline procedures and boost bottom-line profitability.
- Monitored supplier operations to verify quality, delivery schedule maintenance and conformance with contract specifications to maximize business efficiency and cost controls.
- Coached employees to work together to carry out daily functions and meet service objectives.
- Led monthly meetings with staff members to identify areas of focus, cover policy changes and facilitate positive communication.
- Developed, implemented and tracked marketing and promotional strategies to strengthen long-term business success and meet

Work & Experience

demanding objectives while maintaining budgetary guidelines.

- Managing customers feedback and enquiries via email and telephone..

Scuba Diving Instructor - Place and position

- Open Water Instructor at Fisheye Divers, Boracay, Philippines (2016 – I 2018)
- Open Water Instructor at Native Diving, Lanzarote, Spain (2015)
- Dive Master and Open Water Instructor at Moskito Diving, Koh Phi Phi, Thailand (2007-2009)

Experience

Teaching from Discover Scuba Diving to Dive Master (most commonly DSD and Open Water course). Courses taught in English, Spanish and French.

- Completion of mandatory medical, and liability paperwork for clients prior to diving.
- Completion of certification documents (worksheets, records and referral forms).
- Partnered with International school to teach OWC to students from 14 to 17 years old.
- Teaching and/or guiding individuals or groups - maximum of 4 persons per dive/ session.
- Conducted EFR training.
- Maintenance of the dive gear (daily and revision of BCDs and regulators).
- Refilling tanks and valve exchanges.
- Responsible for logistics and coordination of activities.
- Responsible for security and safety on board and under the water.
- Filming and editing under water for clients to record their experience.
- Certified over 150 divers.

Education

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- Python Pro Bootcamp - Udemmy 2023
 - Train the trainer Certificate 2021
 - CPR First Aid Certificate. 2021
 - Open Water Dive Instructor PADI & EFR Instructor #494937 Moskito Diving, Koh Phi Phi, Thailand. 2008
 - International Business Degree Bordeaux, France. 2003-2006
 - First year of Psychology Degree Bordeaux University, France. 2002-2003
 - DEFLE, department of French studies as a foreign language Bordeaux University, France.