

Pablo Francisco Zambrano Moncayo  
LinkedIn: <https://www.linkedin.com/in/pablo-zambrano/>  
GitHub: <https://github.com/PFZM>  
Mobile: +61 450 726 664  
Email: [pfzm@hotmail.com](mailto:pfzm@hotmail.com)

## Skills:

### Technical Skills:

#### Frontend:

HTML/CSS/JavaScript/JQuery/Bootstrap

#### Backend:

Node/Express/MySQL

### Non-technical Skills:

Leadership / Team management/ Problem solving / Creativity/ Customer Service / Adaptability.

## Education:

Monash University Boot Camps  
Certificate of Completion, Computer Programming – Full Stack Web Development .  
August 2021 – Current (ends February 2022)

William Angliss Institute – Melbourne, Australia  
Bachelor's Degree of Tourism and Hospitality Management.  
October 2016

Fundación Tecnológica Liderazgo  
Canadiense Internacional – LCI Bogotá – Colombia  
Technologist in Gastronomy and Restaurant Management (Advanced Diploma).  
July 2011

## Languages:

Fluent in Spanish and English

Currently looking for opportunities within Software Development, which match my new and developing skills that I have gained from my studies with Monash University Coding Bootcamp. Through more than 6 years working in the hotel industry in the areas of Distribution (Data) Services, Learning & Development, and Customer Service I have developed strong leadership, adaptability, problem solving, and communication skills that are transferable and, I believe, gives huge value within the IT industry.

## Work Experience:

*Hyatt Hotel Corporation – Global Contact Center Pacific  
Distribution Services Assistant Manager of Hotel and Field Support – ASPAC region.  
October 2021 – Present*

- Manage the Distribution Services (Data Services) team for South East Asia and Pacific region for Hyatt hotels. Our team oversees rate loading, availability and troubleshoots any issues on Hyatt booking channels, OTAs and GDS.
- Part of the Hyatt Global Build team. In charge of new hotel builds in the South East Asia and Pacific region on Hyatt booking systems and set up the connectivity with Hyatt partners.

*Hyatt Hotel Corporation – Global Contact Center Pacific  
Business Leader Distribution Services, Learning, Development and Customer Service.  
August 2019 – October 2021*

- Member of the Hyatt Global Learning and Development team. In this team with the leaders around the globe we plan strategies and organize projects to implement across the Hyatt Global Contact Centers.
- Planning and training all new staff members of the Hyatt Global Contact Centre Pacific.
- Training and development of all the Hyatt Global Contact Centre – Pacific in new skills: Loyalty Program Specialist, Guest Care Advocates, Social Care Advocates (Social Media customer service).
- Supervising operations and the team (19 staff members) of the Hyatt Global Contact Center Pacific to ensure guest satisfaction and safety according to Hyatt International Standards and making sure KPIs are met.

### Other Qualifications:

- Gestalt Therapy Training – Centro Gestalt de la Sabana, Bogotá - Colombia
- Barista Development, Escuela Colombiana de Café, Bogotá – Colombia
- Concept and Vision in Business Development of Coffee Shops, Escuela Colombiana de Café, Bogotá – Colombia

Work references available upon request

- Handling and resolving guest's escalations concerning quality and service through diverse channels such as: Social Media, ServiceNow and voice channels

*Hyatt Hotel Corporation – Global Contact Center Pacific  
Reservation Sales Associate  
July 2016 – August 2019*

- Handling and resolving guests enquires and escalations through diverse channels as Social Media, Hyatt Guest Support platform, emails and voice channels.
- Supervising operations of the Global Contact Center Pacific during evening hours and weekend shifts.
- Ensuring and assisting in loading corporate rates, special promotions and any updates in Hyatt reservation's system, website and GDS (Global Distribution System).
- Making sure Hyatt Australian properties get the correct compensation for Loyalty Program (World Of Hyatt) Free Nights/ Upgrades Awards according to Comp Values and Occupancy for each property and assisting when is needed with other Hyatt International Teams.

*The Westin Melbourne  
Service Express Agent  
July 2014 – August 2016*

Achievements: Outstanding Brand Champion "Caring for Associates" for the 1<sup>st</sup> Quarter of 2015.

- Ensuring that guests, both internal and external, are provided with a prompt, personal service that is instinctive and ensures their needs are met.
- Answering any guest's requests and dispatching them to the allocated operational department.
- Following up to ensure that all guests requests are completed in a timely manner.
- Resolving any issues for unsatisfied guests and follow through until resolution.