

Yoan David Mercedes

C/ María Trinidad Sánchez #22 La Romna, Republica Dominicana
Cell: 809-546-0685 Email: yoandavidm@gmail.com



Objective

Develop myself and grow both professionally and occupationally. Find a company that allows me to put into practice the knowledge acquired in the years of academic training, as well as my ability to plan, organize and manage the operation of a business in related companies .Access to a job in which to show all the potential and acquired baggage throughout my academic training and my previous professional experiences in the sector.

Overcoming myself in all aspects of my life, giving the best of me every day, both at work and in the personal field.

Personal information

| | |
|----------------|---------------------------------------|
| ID Number | : 295-0005501-6 |
| Civil status | : Married |
| Nationality | : Dominican |
| Date of birth | : 11 th of Augusto of 1995 |
| Place of birth | : La Romana, Rep. Dom |

Academic information

| | |
|---------------------------------|------------------|
| Punta Cana International School | : Primary School |
| Eugenio Maria de Hostos | : High School |
| Liceo Arístides García Mella | : High School |

Languages & Certifications

| | |
|----------------------------------|---------------------------------|
| Spanish | : Native |
| English | : Advanced |
| Certified Meetings Specialist | : Meetings and Events Institute |
| Certified in Congress Management | : Meetings and Events Institute |

Work experience

1. **Guest Service Agent at Hotel Royalton Punta Cana** (Customer service, Compliance with Special Requests, Incident Tracking, Complaint Reports, Microsoft management, Daily and monthly reports, Direct deal with customer.
2. **Groups Coordinator at Hotel Royalton Punta Cana** (Follow up on special requests via email, coordinate private events, dinners, meetings, conventions ETC. Management of Rooming list, sale of hotel events and packages, management of large groups 800 people, Microsoft domain, Proactivity when working and Dialog directly with the Client .
3. **Groups sales & Events Coordinator at Hotel Now Larimar Punta cana & Secrets Royal Beach** (Organizing and Planning of Tour Operator and Direct Groups, Track by Mail, Coordinate Private Events, Dinners, Meetings, Conventions ETC. Management of Microsoft, Proactivity when Working and Dialogue directly with the Client.
4. **Planning & Events Executive at IVI DMC² Enterprise (Last one)**Responsible for the planning of all types of events taking into account the logistics, customer flow, venue and more. Elaboration of contract, invoices, operating instructions, closing of business, daily and monthly reports.

Personal reference

Mrs. Beatriz Rosa **Tel. (829)421-6595**
(Groups & Weddings Manager at Hotel Royalton Punta Cana)

Mrs. Ana Ivelise Mercedes **Tel. (849)340-6843**
(General Manager at Hotel Adamanay)

Mr. Miguel Suero **Tel. (829)421-1324**
(Customer Service Manager at Royalton Punta Cana)