



Francisco Manuel Fernandez

OPERATIONS AGENT / RESERVATIONS



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Cádiz / Madrid



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Languages

Spanish: Native

English: Professional C1

German: Intermediate A2

Skills

Proficient in Microsoft Office Suite

Windows & Mac OS

PMS Tesipro, Bedloop & Egluu

Salesforce & FMBO

CM Sitemander & Pricelabs

Additional Info

- Driver's License B + C
- Own Vehicle
- Availability: **Immediate**

Other Notable Details

- Travel Group Leader in WeRoad SL
- Erasmus Scholarship at Universität of Würzburg, Germany (10 months)

About me

With several years of experience in the luxury hotel sector, I am recognized for an exceptional focus on meeting the needs of the most demanding clients. My key strengths include versatility, efficiency in conflict resolution, and high resilience in dynamic environments.

Work Experience

Operations Agent

Teldar Travel SL | May 2023 - November 2024

- Comprehensive management of OTAs and travel agency relations, resolving pre-arrival and on-site issues.
- Daily oversight of requests and modifications, ensuring optimal benefits for our clients.

Reservations Agent

Luxury Rentals Madrid | April 2022 - May 2023

- Full control of reservations and daily occupancy optimization, maximizing revenue and availability.
- Supervised reservations, quotes, and no-shows, improving operational control and occupancy rates.

Front Desk Shift Supervisor

Hotel Urso | May 2016 - March 2022

- Promoted hotel services and conducted up-selling, contributing to increased revenue.
- Promoted hotel services and conducted up-selling, contributing to increased revenue.
- Served as Shift Supervisor, reporting directly to the reception manager and director, overseeing personnel.

Education

UPSELLING & CROSS-SELLING FOR HOTELS AND RESORTS

HBD CONSULTING | March 2020

EXPERT IN REVENUE MANAGEMENT AND HOTEL MARKETING 2.0

CESAE BUSINESS & TOURISM SCHOOL | Feb - Nov 2019

COURSE IN RECEPTION AND CUSTOMER SERVICE

ACCITANA FORMACIÓN | Feb - Sep 2014

COURSE IN INTERNATIONAL TRADE AND SALES

ACCITANA FORMACIÓN | May - Nov 2013

DEGREE IN PSYCHOPEDAGOGY

UNIVERSIDAD DE CÁDIZ / Sept 2010 - Jun 2012

DIPLOMA IN PHYSICAL EDUCATION TEACHING

UNIVERSIDAD DE CÁDIZ / Sep 2006 - Jun 2009