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Odysys
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February 6th, 2019

Dear Odysys Team,

I'm highly interested in the **Customer Success Guide** position and am very eager to be part of the continuously evolving digital hotel marketing industry. Odysys is the intersection of my two great passions: travel & IT. I have over 12 years of experience leading large scale software implementations. For me, it's absolutely necessary to leverage technology to grow and focus on the true heart of your business. Secondly, I have been lucky enough to travel to 20+ countries and experience incredibly special boutique inns/hostels/bed & breakfasts. What an amazing industry to serve.

Currently, I am looking to join an intimate and familiar organization with a purpose that resonates with me. I believe that my analytical, enterprise and travel experience provides me with a unique perspective to bring to Odysys. Let me explain:

- **IT background** - I have 6 years of experience leading Supply Chain software implementations. I helped Frito Lay in Peru and Ecuador transition from rigid manual processes to seamless digital solutions. This transition included supporting my colleagues both on functional and technical questions.
- **Hospitality experience** – I know first hand how to delight clients. I had the opportunity to manage one of the top 15 boutique hotels in the world, La Fortuna (lafortunaatitlan.com), located on the beautiful shores of Lake Atitlan, Guatemala. We anticipated needs and made the whole experience seamless for our guests. This place has the character that inspired Odysys from the start. However, for the owners, staff and management Odysys would have been a dream to relieve the manual processes and keep the focus on our guests. I see and understand the value of Odysys.
- **I am analytical and detail oriented** – From scratch, I created a financial planning model for technology services and asset purchase, achieving savings of more than \$100K a year. This model also enabled the ability to create on-demand reports in less than 5 minutes.
- **Collaborative, strong relationships** – On an enterprise level, I worked cross-functionally, supporting different department executives as well as hundreds of key users across Latin America. From my boutique hotel experience, I provided a warm welcome and friendly attitude towards all the diverse clients who stepped foot on the property. Both roles required strong multicultural communication skills, timely decision-making, and solid conflict/resolution abilities.
- **Desire to Learn:** I have a keen interest in learning more about Digital Marketing. Out of pure curiosity, I completed my Google Analytics certification and hope to learn even more tools & techniques.

I would welcome the opportunity to tell you more about how my professional skills, cultural expertise, and innovative ideas will benefit Odysys and help properties around the world thrive.

With gratitude,
Alejandro Torres