

Liliana Bazand

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PMS | Cloud Applications | Brand Management | Teaching and Training
Accounting | Microsoft Office | Client service | Organization skills | Team player | Team Leader
Windows | Servers | Remote Control Software | Ticketing systems | Networking

Professional Skills

- ✓ Excellent communication skills
- ✓ Excellent attention to detail.
- ✓ Efficient resources management focus.
- ✓ High level of integrity in dealing with commercially sensitive information.
- ✓ Exceptional team player, always contributing to the achievement of team benchmarks.
- ✓ Eager to learn and develop.

Work Experience

Shiji (Australia)

Implementation Consultant

06/2021 - Present

- ✓ Chain/property Operation analysis
- ✓ Collect, document, and validate customer's business requirements
- ✓ Configure the application/modules to meet documented requirements.
- ✓ Contribute and propose implementation and product initiatives.
- ✓ Deliver value to internal and external clients.
- ✓ Provide training to the property.
- ✓ Prepare and support property GoLive
- ✓ Provide internal training.
- ✓ Document solutions and procedures, for internal and external clients.
- ✓ Be informed and update the team with new functionalities delivered and coming up functionalities based on sprints release or new initiatives.

Contractor for Oracle Argentina (LATAM and Canada)

Opera PMS Consultant

10/2015 - 03/2020

- ✓ Successful PMS and S&C System implementation (database configuration, training and go-live support) in all hotel areas.
- ✓ Deeply software knowledge in order to optimize system configuration according to hotel brand-chain, country legal requirements and hotel operations. On-site and remote for all Latin America, Caribe and Canada.
- ✓ Export data through SQL ad-hoc queries to be imported to different back office systems or excel.
- ✓ Load and/or modify database through SQL queries.
- ✓ Standards and procedures document creation base on operations.
- ✓ Analyze system flows / functionalities / inaccuracies after upgrades or new configurations to ensure the software meet client requirement / expectations.
- ✓ Ticketing system log and follow up. Collect all necessary information to escalate bugs and follow up resolution.
- ✓ Interpretate technical to non-technical language and vice-versa
- ✓ Train new consultants, special departments training and re-trains
- ✓ Install Windows Servers and applications.
- ✓ Windows workstation install and troubleshooting
- ✓ Work constantly within established deadlines
- ✓ Help desk

Pothole, Maryland

Tester, Data Analyst and help desk

09/2016 - 03/2017

- ✓ Standards and Procedures documentation development.
- ✓ Verify system new functionalities and report bugs.
- ✓ Help to design layout system and flows improvement.
- ✓ New functionalities test before release.
- ✓ Help desk.

Miros Fidelio LATAM, *Special Contribution on-site with Spain (2010) and Australia (2015) Office.*

Consultant

02/2008 - 07/2015

- ✓ Successful System implementation (configuration, training and support on-site) in all hotel areas, with optimization of system configuration according hotel brand-chain, country legal requirements and hotel operations.
- ✓ Development, customization and implementation of reports and stationery forms (Report Builder / PLSQL-SQL).
- ✓ 100% independence organizing teams, training content, go live and support teams when working with independent hotels
- ✓ 100% integration with chain team, hotel team and implementation team when working with chain hotels.
- ✓ Development, implementation and standard creation of Police Report according local regulations.
- ✓ 1ST All-inclusive conversion for Starwood, including appropriate revenue break-down by department.
- ✓ 1st Hilton Conversion of assigned to our base office /region and with two modules turning into one. Last conversion for the chain.
- ✓ Final Exam creation for small independent hotel chain, based on their own operation and system configuration.

Courses & Certifications

- ✓ Full-stack Web Development Certificate-The University of Adelaide (March 2023)
- ✓ Salesforce: <https://trailblazer.me/id/lbazand>
- ✓ Software Design for Non-Designers (Edition 12/2017).
- ✓ Basics of Design Testing (Edition Q4/2017).
- ✓ Basics of Design Research (Edition Q3/2017).
- ✓ Be Visual! Sketching Basics for IT Business (Edition Q3/2017).
- ✓ Micros Academy certifications:
 - HW, SQL, OPERA I &II, Sales & Catering I & II
 - Wyndham, Hilton, Carlson, Starwood, Accor, Marriott.
- ✓ Revenue Management Course, (2012).
- ✓ NLP (2010, Noviembre Talent Institut, Quito Ecuador).

Education

- ✓ **Training in Hotel Organization and Management Certificate** | Academic Unit “La Suisse”- CEPEC, Buenos Aires, Argentina (2016)
- ✓ **Chartered accountant with orientation in computer** | “Instituto Hijas de Nuestra Señora de la Misericordia”, Belgrano, Buenos Aires, Argentina (1998 - 2002)

Languages

- ✓ Spanish: Mother Tongue
- ✓ English: Advanced in written and spoken.

Volunteering

Serbian Community Centre

- ✓ 3N3 Basketball Tournament 2017-2021
- ✓ Indoor Soccer Tournament 2020
- ✓ Humanitarian Cause

Interest

- ✓ Travel
- ✓ Latin Rhythms
- ✓ Sports
- ✓ Photography

Referees

To be provided on request.