

Maximilian K. Motschmann

mk.motschmann@gmail.com

211/57 Vulture Street
West End QLD 4101

0404 099 553

PROFESSIONAL SUMMARY

My professional experience started in the hospitality industry in Baden-Wuerttemberg, Germany. After a three-and-a-half-year dual education, where I was working in and studying about the hospitality industry and a year of professional experience in one of the most renowned 5-star hotels in Germany has helped me develop a passion for people and ensuring that they experience a high level of satisfaction with a product or service.

Professional Skills and Interests:

- **Client Relationship Management**
- **Team Coordination**
- **Written Communication**
- **Bilingual Presentation**
- **Verbal Communication**
- **Event Organising**
- **Computers and Technology**

EDUCATION

Diploma in Information Technology. Coder Academy, Brisbane AU

- Current

Bachelor of Business (Management). Queensland University of Technology, Brisbane AU (2019)

- Overall GPA: 5.15/7

Diploma in Interactive Digital Media (Game Design). TAFE, Brisbane AU (2017)

- Overall GPA: N/A (Passed)

Hotel and Restaurant (Management). Landesberufsschule für das Hotel- und Gaststättengewerbe, Villingen-Schwenningen, DE (2014)

- Overall GPA: 3.2/6

PROFESSIONAL SKILLS DEMONSTRATED

Freelance – Business Development Assistant

March 2020 – Present

Part time (work from home) Business Development Assistant for a government project in the Republic of the Philippines; coordinate with potential partners to enhance public service of the delivery of renewed driver's licenses through courier services locally and abroad.

- **Verbal and written communication:** Present and report vital information from key partners to the team leader regarding the process of the courier service, ensuring that the delivery of the biometric driver's licenses safely reach their desired destination.
- **Develop business solutions for various products and services:** Present solutions to optimize products and processes to ensure that the clients and users are satisfied.

Freelance – Event Organising

November 2019 – March 2020

Creating events around Brisbane for local emerging Brisbane artists.

- **Event Organising:** Successfully planned, promoted, and coordinated live concerts, negotiating with artists, local media and venue owners to produce the events that attract over 100 visitors and generating \$1000 profit.

Peppers Soul/Seaduction Restaurant

March 2016 – June 2016

*A Gold Coast luxury accommodation part of the Mantra Group, generating A\$689m in annual revenue.***Casual hotel and restaurant staff**

Responsible for providing patrons with excellent customer experience throughout peak hours. Ensuring that all standards were met.

- **Client Relationship Management:** Ensuring that customer needs, wants and expectations are met by providing an excellent and one of a kind customer experience in the fine dining restaurant.
- **Team Coordination:** Worked together with the team to ensure that all preparations before peak hours have been completed.
- **Verbal Communication:** Successfully communicated information to others to help execute tasks effectively and efficiently.

Hotel Bayerischer Hof, Munich, DE

May 2014 – July 2015

*A five-star luxury hotel based in Munich with 700 employees generating A\$80m - A\$160m in annual revenue.***Demi-Chef de Rang**

- **Client Relationship Management:** Successfully tended and managed to customer needs and complaints to ensure customer retention and satisfaction; adherence to strict and professional guidelines of the management while providing a unique experience.
- **Team Coordination:** Coordinated a team of eight during peak business hours leading to organized workflow.
- **Event organising:** Successfully planned and coordinated banquets for large corporations such as Mercedes-Benz, Panerai and the Munich Security Conference ensuring that all expectations from our clients were met.
- **Verbal Communication:** Successfully communicated information to others to help execute tasks effectively and efficiently.

RELEVANT PROJECTS

Steel Force Video Game Reconstruction:

Coordinated a team of five to reconstruct a video game from the year 1994 at TAFE, Brisbane. Coded, designed and placed sprites and 3D into the game. Ensured that the team hit its daily and weekly goals to produce a functioning and flowing video. (2016/2017)

Computers and Technology:

Successfully repaired and cleaned computers for family, friends, and relatives to help prevent them from purchasing new electronics. Also assembled computers for friends and family.

OTHER RELEVANT INFORMATION

Languages: English (Excellent), German (Excellent), Filipino (Moderate)

Computer Skills: MS Office (intermediate), Adobe Photoshop (basic), C# in Unity (basic), Autodesk 3DS Max (basic), Basic HTML, Basic CSS and SCSS

Hobbies: learning and playing Guitar, Kung Fu, Soccer, Kundalini Yoga, Video Games