

Fernando Escobar

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OBJECTIVE

To continue my passion within the cruise industry by applying my current studies to become an asset to a creative team environment.

STUDIES

Graphic Design and Web Design

Miami International University of Art and Design
Miami, FL
(Still attending)

EMT-B and EMT-Paramedic

American Medical Academy
Miami, FL

Javelin Gunner Specialized Training

US Marine Corps
29 Palms, CA.

PROFESSIONAL EXPERIENCE

Prestige Cruise Holdings

Personal Vacation Consultant for Oceana Cruises and Regent Seven Seas Cruises.
(9/2013-11/2014)

- ☐ In charge of Sales of both brands with monthly goals.
- ☐ Promote new products and maintain guest relations with past guests as well as new guests.
- ☐ Keep proper data management to help with target marketing and sales.

International Security Management Group

Field Manager (12/2010 – 9/2013), Miami, FL

- ☐ Supervise multiple post all throughout South Florida including over 500 Security guards from South Miami to Del Rey Beach.
- ☐ Maintain quality customer service by supervising the tasks and responsibilities of all assigned staff.
- ☐ Development of the strategic planning process and implementation throughout the organization.
- ☐ Supervise team productivity, monitor workload, ensure quality and standards are consistently achieved and guidelines are followed and met.

- Accountable for all decisions, actions, and directives with respect to job responsibilities.
- Manage recruitment and retention efforts for location and key field employees.
- Maintain positive employer/employee relationships, coach and counsel management on policies and procedures, and solve problems through effective communication.
- □ Conduct new employee orientations.

Online Vacation Center (Outbound Sales)

Personal Vacation Manager (10/2008 – 06/2010), Plantation, FL

- Maintain individual and department productivity reports. Publish daily, weekly, monthly, and year to date statistics.
- Respond to system problems, escalated calls & questions from representatives in a timely manner.
- Manage, train, and develop team members. Coordinate daily staffing such that personnel are utilized in a cost-effective manner.

Viking River Cruises (Outbound Sales)

Vacation Manager

- Reach monthly outbound sales goals.
- Develop and apply sales tools as well as training tools.

Carnival Cruise Lines (Outbound Sales)

Personal Vacation Planner, (08/2005 – 09/2007), Miramar, FL

- Responsible for meeting sales goals and daily goals in an outbound sales environment.
- Make reservations.
- Provide outstanding customer service.

United States Marine Corps

Infantry (10/1999 – 10/2003), Japan, Korea, Iraq, Kuwait

- Trained in security operation in which I excelled to the rank of non-commissioned officer. Leader of an anti-tank assault team which operated and trained all over the world including Operation Iraqi Freedom.

Proficient in Windows, Excel, Word and Office as well as Adobe Creative Cloud Photoshop, Illustrator, InDesign and Dreamweaver.

Fluent in English and Spanish.

References available upon request.