



# DIANA HERNÁNDEZ

QUALITY & REPUTATION SPECIALIST

@: dianahernandezpascual@gmail.com | Tel: (+34) 722 180 527 | Madrid, Spain

I am a Tourism professional who enjoys breaking the rules for the customers. I solve problems and make decisions through data.

I have been working for many different companies and positions. It allows me to be more adaptable at work. I feel comfortable working in dynamic environments.

I usually do things naturally and with a positive attitude. I love people that are always in a good mood.

## CONTACT INFO



LinkedIn:  
dianavhernandezpascual



Skype:  
dianahernandezpascual

## PERSONAL SKILLS

Strategy and Project management



Customer Analytics (ORM tools)



Guest Experience, Hotel S&P



Event management & sales



Fluent English, basic French (2<sup>nd</sup> EOI)



## ADDITIONAL INFORMATION

Driving license

ITH Innovation Summit 2019 speaker

Pet Experience Evangelist

## WORK EXPERIENCE

Jan 2019- currently	Quality & Reputation specialist- Hotelatelier by Petit Palace.
Jan 2014- Jan 2019	Strategic Projects & MIS executive- Petit Palace Hoteles.
Sep 2013- Jan 2014	Corporate account manager- Petit Palace Hoteles.
Apr 2011- Feb 2013	Meetings & Events executive- Melia Hotels International.
Aug 2009- Oct 2011	Corporate offices receptionist- Yoigo.
Sep 2008- Aug 2009	Waitress- Tapas Centro LTD. Liverpool, UK.
Jul 2008- Sep 2008	Trainee receptionist- Paradores de Turismo.
Jun 2007- Jun 2008	Barista- Starbucks coffee Company.

## EDUCATION AND TRAINING

2009-2011	Official Master's Degree in Hotel Management Universidad Complutense de Madrid
2005-2008	Bachelor's Degree in Tourism Universidad Autónoma de Madrid

## LICENSES AND CERTIFICATIONS

2019	Customer Analytics The Wharton School of the University of Pennsylvania
2019	Operations Management: Strategy and Quality Management for the Digital Age University of Illinois