

Shandor ten Hoven

Product Designer

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Experience

Front of House Manager

ClinkNOORD, Amsterdam – Jul 2024 to Present

- Lead and manage a diverse team of 20–25 employees across reception, reservations, and security
- Reduced staff turnover from 132% to 50% within six months by streamlining workflows and improving team engagement
- Integrated the reservations department into front office operations, increasing efficiency and improving the guest experience
- Developed and implemented new service standards, improving day-to-day clarity for both staff and guests
- Collaborate with upper management to identify operational bottlenecks and deliver service improvements based on team and guest feedback

Responsible Gambling Analyst

Betnation.nl – Jul 2023 to Jun 2024

- Analyzed player behavior to identify patterns of risk and recommend intervention strategies
- Designed clear communication pathways to support users in making safer decisions
- Led sensitive one-on-one conversations, referring individuals to external help where needed
- Helped develop internal processes to improve data interpretation and case management across departments

Retail Store Manager

Just Brands, Utrecht – Aug 2022 to Jun 2023

- Managed daily operations and coached a team to deliver high-level customer service in a fast-paced retail environment
- Used customer feedback and sales data to improve store layout and product presentation
- Responsible for recruitment, onboarding, and staff development — ensuring a cohesive and motivated team
- Introduced performance metrics to optimize workflow and staff scheduling

Assistant Manager

Hotel Lindrum, Melbourne – 2019 to 2020

- Oversaw day-to-day operations of the front office, bar, restaurant, and reservations teams
- Encouraged interdepartmental collaboration to streamline communication and improve guest satisfaction
- Led service training and mentored junior staff to develop confidence and autonomy

Education

CareerFoundry

UX/Product Design

Feb 2025 – Present

ROC van Amsterdam

Fashion Design

2008 – 2011

X11

Graphic & Multimedia Design

2005 – 2008

Skills

- UX Research & Wireframing (Figma)
- Problem Solving & Analytical Thinking
- Team Leadership & Development
- Process Improvement & Service Design
- Stakeholder Communication
- Training, Coaching & Performance Management

Languages

- Dutch (Native)
- English (Fluent)
- German (Basic)

Front of House & Reservation Manager

Hotel Lindrum, Melbourne – 2018 to 2019

- Supervised front office and reservation staff in a boutique hospitality setting
- Managed guest complaints and escalations with a focus on empathy and long-term solutions
- Optimized shift structures and team communication to better align with guest flow

Operations Supervisor & Accounting

Ibis Amsterdam Centre Stopera – 2014 to 2017

- Supported front office operations while managing accounting and administrative duties
- Implemented internal communication improvements and trained staff on best practices
- Contributed to a more consistent and high-quality guest experience through process refinements

Campaign & Runway Model

International – 2010 to 2014

- Collaborated with creative teams for global campaigns and high-profile fashion brands
- Developed strong visual presentation skills and learned to adapt quickly in dynamic environments
- Built a high level of cultural awareness and professionalism through extensive international experience

Reference

Lara Bradley

Guest Excellence Manager

+31 (0)6 426 64 239

Further references on request.

Profile

Creative and analytical product designer with a strong foundation in hospitality, operations, and team leadership. Currently completing a Product Design/UX/UI course at CareerFoundry. Known for strong problem-solving skills and the ability to identify root causes in complex situations. Experienced in leading teams, optimizing workflows, and enhancing service experiences with a people-first mindset. Driven to create clear, intuitive solutions that make a lasting impact.