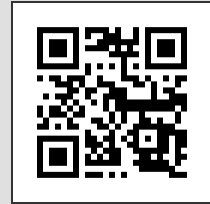


Fabián Núñez van Pinxteren

Tourism Hospitality is my vocation, Turistenístico my passion
Hotel and Communication 2.0 Professional


PROFESSIONAL EXPERIENCE

- **Senior Sales Manager Spain, Portugal & LATAM Triptease Ltd (May 2016-Actually)**
 - ❑ Growth spanish, portuguese and latinoamerican market.
 - ❑ Dealing with with hotels/chains from 100 to 20.000 rooms for the implementation of the Direct Booking Platform.
 - ❑ Create Business Plan for the spanish growth.
 - ❑ Follow marketing y PR actions created with coordination of Mkt Dept.
 - ❑ Budget and results followed.
- **Corporate Sales Account Executive Travelodge Hotels Spain (August 2015-May 2016)**
 - ❑ Growth and exploration of corporate accounts in 5 hotels chain in Spain (sales calls, DB management, sales report)
 - ❑ Rates negotiation, system load, monitoring of booking, troubleshooting.
 - ❑ Sales procedures guidelines elaborations, booking management protocols
- **Hospitality Consultant Specialist C&R Business Intelligence (March 2014-August 2015)**
 - ❑ Tática Hotel Valencia Consultant: Commercial, marketing, operations, purchasing, maintenance, etc...
 - ❑ Consultant Specialist Soluibiza (Balearic Islands)
 - ❑ Management and coordination Audits Department.
 - ❑ General Manager Roqueo de Chavela Rural Hotel.
 - ❑ Ecolimpieza Hotel Group Chief Commercial: Commercial, coordination, planning, human resources, etc...
- **Booking and Revenue Dept Hotel Silken Madrid Puerta América (October 2013-March 2014)**
 - ❑ Execute the work of customer service in the Reservations Department (groups and individuals).
 - ❑ Arrange efforts related to the occupation and room sales.
 - ❑ Report and support Revenue Manager in daily work.
 - ❑ Perform billing and charges efforts.
 - ❑ Receive, process and direct customer complaints to appropriate services.
- **Recepcionist/Front Office Manager Ibis Hotels, Accor Hoteles Spain (July 2009-June 2013)**
 - ❑ Address all inquiries and bookings from customers.
 - ❑ Greet customers and answer all their needs.
 - ❑ Prepare the C-Out time of customer satisfaction and ask them (15 minutes Contract Satisfaction program)
 - ❑ Prepare work plans for housekeeping department.
 - ❑ Transmit and manage the occupation statistics and hotel prices.
 - ❑ Responsible for keeping up the Main Courante of the hotel.
 - ❑ Provide, prepare and serve snacks and breakfasts to customers.
 - ❑ Manage rules and procedures to follow in safety reasons.
 - ❑ Organize and manage procedures ISO 9001 and 14001 as well as the operational lead.
 - ❑ Management of administrative, procurement policy and budgeting.
 - ❑ Implementation and support of marketing strategies in accommodation and catering.
 - ❑ Recruitment, training, evaluation and personnel management.



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EDUCATION

- **Master in Management Integrated: Quality, Environment, Safety and Health at Work.** UIB (Illes Balears)
- **Degree in Tourism** Universidad Alcalá de Henares (Madrid)
- **Hospitality Vocational Training High School** IES Hotel Escuela (Madrid)

LANGUAGES

- **Español:** Nativo
- **English:** Advanced.
- **Nederlands:** Moedertaal.
- **Deutsch:** Mittleres Niveau.
- **Français:** Niveau intermédiaire.

ADDITIONAL INFORMATION

- Spanish Driving License.
- Hotel Software:: Opera y FOLS.
- International Erasmus Student in Austria (6 meses).
- High School in UK (1 year).
- Touristic hotel Blogger
www.turistenistico.com