

PAUL A. HÄUSSLER MARTÍNEZ

**Nationality:**

German and Mexican

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SKILLS

- Customer service focused
- Verbal and written communication
- Organized and prompt
- Proactive
- Team work oriented
- Troubleshooting and solution seeker
- Sales oriented
- MS Office – Word, Excel
- Translation & interpretation (amateur level)
- Group management
- Travel itineraries and research
- Internet and PC savvy
- Grammar and spelling
- Autodidact

LANGUAGES

- Spanish - Native (spoken, written)
- German - Near-native (spoken, written)

PROFESSIONAL SUMMARY

Passionate and experienced, multilingual Customer Service professional particularly in Tourism in some of its different areas.

Communication skilled and customer oriented enthusiastic with over 17 years of practical knowledge applied to improve personal, team and organizational performance.

Focused and set on bridge the business goals and customer satisfaction providing productive results and overmatching expectations. Appropriate use of common sense, proper manners, as well as politeness.

Quick learner, open to different cultures, new ideas and adaptation in emerging changes. Empathic, social and confident, especially in international and multi-cultural environments. Trustworthy and reliable colleague: tolerant, respectful and open minded.

Sales have been involved in all these working years mainly as a secondary task. Familiar in offering and promoting services.

WORK EXPERIENCE

December 2017 - January 2020

Tour guide at Atlantis Submarines Cozumel

Cozumel, MX

Guiding submarine expeditions for German, French, Spanish and English speaking visitors, providing educational information, interaction and assistance. Group dispatch for travel agencies and Cruise ships.

June 2016 - August 2017

Tour guide at Atlantis Submarines Cozumel

December 2015 - June 2016

Sales representative at Atlantis Submarines Cozumel

Cozumel, MX

Product advertising focused on travel agencies among other sale spots in different locations, marketing material supply, incentives, sales stats. Merchandising, Advertising elaboration and distribution. Constant communication with vendors and agencies to promote the product. Simultaneously I worked as DMC representative (see description below).

December 2015 - June 2016

DMC Representative at Destinos Latinos

Cozumel, MX

Reception and assistance for german wholesaler DER Touristik customers, transportation logistics and tour sales.

(Destinos latinos representation operated by Atlantis Submarines Cozumel)

March 2012 - May 2015

Tour Guide at Atlantis Submarines Cozumel

March - October 2011

- English - Fluent
(spoken, written)
- French - Intermediate
(spoken)

Travel consultant at DMC Condor Verde Travel

Mexico City, MX

Incoming tourism agency, custom made itineraries for FIT travelers in Mexico, quotations and itinerary development. Hotel, guides, tours and transfer reservations. Assistance to travel agencies around the world. Software used: Tourplan

October 2007 - July 2010

Tour Guide at Atlantis Submarines Cozumel

July - September 2007

Sales Assistant at Energy Kitchen – C&F Ltd

Manchester, UK

Healthy food bar at Selfridges, Trafford Centre. Food elaboration and selling, cashier, inventories and ware management.

November 2006 - April 2007

Lobby Concierge at Occidental Royal Hideaway

Playa del Carmen, MX

Five-Diamond Hotel. Guest reception and check out, cashier, customer service, attention to groups and conventions.

September - November 2006.

Reservations at Fat Cat Tours

Playa del Carmen, MX

Catamaran and snorkel tour. Reservations management and tour logistic planning

August 2003 - September 2006

Front Desk Assistant, later Supervisor at Hotel Riu Tequila

Playa del Carmen, MX

Guest reception and check out, petty cash management, cashier duties, phone operator, customer service, invoicing, tour sales, night audits and group management.

ACHIEVEMENTS

- Position promotion from assistant to supervisor
(Hotel Riu Tequila)

- Position promotion from tour guide to sales representative
(Atlantis Submarines Cozumel)

- Customer mentions on Trip Advisor reviews, TUI's Mein Schiff feedbacks
(Atlantis Submarines Cozumel)

PERSONAL INTERESTS

Travel, outdoor activities and excursions, internet, music, drawing, world culture, arts, history, languages and social interaction, yoga, cycling, animals and nature.

EDUCATION

2002 - 2003

Business Administration Bachelor degree at Universidad del Valle de México

Mexico City, MX

Unfinished studies: 2 of 6 semesters coursed.

1998 - 2001

High School at Instituto San Angel del Sur

Mexico City, MX

1995 - 1998

Secondary School at Instituto San Angel del Sur

Mexico City, MX

Primary School

1992 - 1995

Colegio Mexicano Alemán,

Mexico City, MX

1989 - 1992

School at Fröttmaninger St.,

Munich, GER

REFERENCES

References available on request.