

# PAUL A. HÄUSSLER MARTÍNEZ



**Nationality:**  
German and Mexican

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## LANGUAGES

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- Spanish - Native (spoken, written)
- German - Near-native (spoken, written)
- English - Fluent (spoken, written)
- French - Intermediate (spoken)

## SKILLS

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- Customer service focused
- Verbal & written communication
- Organized and prompt
- Proactive

## PROFESSIONAL SUMMARY

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

Quick learner, communication skilled and customer oriented enthusiastic with over 17 years of ensuring quality customer experience and practical knowledge applied to improve personal, team and organizational performance.

Focused and set on bridging business goals and customer satisfaction providing productive results and overmatching expectations. Solution seeker by default thinking out of the box. A customer's issue is the perfect opportunity to succeed since it opens the path to improvement. Appropriate use of common sense, proper manners, as well as politeness.

Team work driven and open to different cultures, new ideas and adaptation in emerging changes. Empathetic, social and confident, used to work in international and multi-cultural environments. Trustworthy and reliable colleague: honest, 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

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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, sightseeing, interaction and assistance. In charge of group logistics, transportation and timing. 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 planning 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 for Destinos Latinos** *Cozumel, MX*

Reception and assistance for german wholesaler DER Touristik customers, transportation logistics, advice and tour sales. 24/7 assistance service. (Destinos Latinos representation operated by Atlantis Submarines Cozumel)

- 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
- Self-Taught

March 2012 - May 2015

**Tour Guide at Atlantis Submarines Cozumel**

March - October 2011

**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. Planning and special arrangements managing. 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*

Counter employee, preparation and selling of healthy food and drinks at Selfridges' food hall, Trafford Centre. Cashier duties, inventories and ware management.

November 2006 - April 2007

**Lobby Concierge at Occidental Royal Hideaway**

*Playa del Carmen, MX*

VIP Guest reception and check out, cashier duties, customer service, assistance and tour advice, attention to groups and conventions.

September - November 2006.

**Reservations agent at Fat Cat Tours**

*Playa del Carmen, MX*

Reservations management, tour logistic, planning, supplier contact.

August 2003 - September 2006

**Front Desk Assistant, later FD 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, among others. (Atlantis Submarines Cozumel)

**PERSONAL INTERESTS**

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

**TRAININGS & SEMINARS**

College:

- Neurolinguistic Programming
- E-Business Introduction

Hotels:

- Customer Service Improvement
- AAA's 5-Diamond Hotel Protocols
- 5S Organization methods

Tour guide:

- Disney's Customer success seminar
- Carnival Cruise Line Customer Issues procedures

**REFERENCES**

References available on request.

**EDUCATION**

2002 - 2003

**Business Administration Bachelor degree incomplete 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*

