

Belen Guzman

Personal Details

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- Citizenship: Italian-Ecuadorian

Education

- **Tourism Management MA** **2013-2014**
University of Westminster, London

Dissertation: Agritourism in the process of local development in Italy.

Modules Included: Strategic Tourism Marketing, Megaevents and Professional Practice.

- Consulting Study for "New Market" Tour Operator based on competitors and e-communications analysis.
- Coordinator between the University of Westminster (Tourism MA program) and The Tourism Society in London.

- **Bachelor Degree in Tourism and Hospitality Management** **1999-2004**
UEES. Espiritu Santo University. Guayaquil, Ecuador

Modules Included: Food & Beverage Administration, Organisation Management of Events & Congresses, Strategic Hotel Management, Reservations System Amadeus I, Hotel Accounting, Hotel & Restaurant Operations, Hospitality Services, Management and Administration of Hotel Finances.

- **Computer Science Diploma** **1992-1997**
Nuevo Mundo High School. Guayaquil, Ecuador

Professional Experience

- ✓ **LOGISTICS MANAGER** **2010-2013**
CASA GUZMAN. Guayaquil, Ecuador *Family Construction Company (20 people)*

I assisted my brother in the management of the company. I was responsible for managing material purchases, communications with international and domestic suppliers, imports, customs clearance, and deliveries to sites. I was also responsible for negotiation and organisation of installation by local contractors, including supervision of contracts. Typical contract was the installation of a new all-weather playing surface for the main stadium in Guayaquil. In charge of day to day administration of operations and solving customer services problems.

I enjoyed taking on the increased responsibilities of management within a small company and supervision of complex import and construction processes.

- ✓ **SALES REPRESENTATIVE AND VIP CLIENT CONTRACT** **2004 - 2006**
CLARO. CONECEL. Guayaquil, Ecuador *Mobile/wireless Telecommunications Company*

Responsible for looking after contracts for VIP clients, negotiating new contracts and upgrades. This involved careful communication with clients who often had high expectations, and occasionally could be quite challenging. Trained in and operated company computer sales systems.

I found I was comfortable maintaining good relationships with clients and ensuring each felt they were clearly informed and looked after.

- ✓ **EXECUTIVE SECRETARY** **2002 – 2004**
NAPARINA CORP. Guayaquil, Ecuador
International Telecommunication Representations (60 people)
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Personal assistant to owner and managing director of large company, organising and managing his agenda and travels. Responsible for dealing with internal administration of the company, coordinating relationships between Pacifictel, Ecuador; Comunitel Global, Spain and Brightstar Corp., USA. Responsible for making all Sales, Purchase and Loans payments.

In this role I was trusted with confidential company information and dealing with financial payments.

- ✓ **OFFICE MANAGER** **1999 - 2002**
UNITED AIRLINES off line as GSA (*General Sales Agents for South America*)
Guayaquil, Ecuador
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In charge of 5 people in the office, sales, booking and travel organisation. Co-ordinated advertising, events and commercial deals with on-line airlines.

Reservations System: APOLLO

Courses: Quality Service. Dallas, USA

Customer Service. Miami, USA

Sales Techniques. New York, USA

Team Management. Miami, USA

This role helped me to develop skills in supervising other members of staff.

- ✓ **CUSTOMER SERVICE AND HARDWARE SALES** **1998 - 1999**
MAINT. Guayaquil, Ecuador
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Corporate Solutions Company with advance technology, developing own software programs according to requirements of clients and sells hardware IT products.

Skills

- **Key Skills:** Good with people, able to take on responsibility, organisation of complex processes, working under pressure, efficient and punctual.
- **Languages:** Spanish (native) Italian (fluent written & verbal) English (fluent written & verbal)
- **IT Skills:** Advanced. Office: Word, Excel, PowerPoint and Outlook.

Interests

- Open Water Diver Certification. PADI.
- Enjoy travel – have travelled extensively through North, Central, South America and Europe.
- Strong interest in cooking, gardening, swimming.

These interests helped me develop a broad set of skills including care with safety processes while diving; understanding of different cultures and communication; commitment and responsibility.

References available on request