

## MICHAELA SOEFFNER



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Nationality: German

Experienced Travel Agent, Hotel- and Dive Center Manager. Outgoing and positive personality with excellent communication skills and a high sense for customer care. Flexible and able to adjust to different surroundings and work situations, curious to learn something new every day.

### Employment history:

January 2018  
- present  
Self employed free booking agent specialized in Scuba Diving trips  
Main client Extra Divers Ltd., BVI, responsible for all travel agent bookings for three liveaboards in Egypt, Indonesia and Oman. Responsible for all booking related communication with tour operators, overseeing payments and logistic.

April 2012  
- December 2017  
Travel Agent, Tauchreisen Lorenc  
Country: Austria  
Responsible for: Planning, booking and managing billing for custom and fully chartered land based and liveaboard trips for individuals and groups.  
Negotiating terms and pricing with existing and new partners.

October 2011  
- March 2012  
Dive Center Manager, Dream Divers Gili Trawangan  
Country: Indonesia  
Responsible for: Overseeing daily operation of the dive center. Scheduling staff and boat activities, Supervising Instructors, Boat crew and office staff. Managing, reporting and communications to the head office.

December 2010  
- September 2011  
Sales & Marketing Manager, Oman Dive Center managed by Extra Divers  
Country: Oman  
Responsible for: Front and back office staff management. Establishing operational procedures for customer bookings, billing and tour operator interactions. Developing reports to General Manager and accounting department.

March 2009  
- November 2010  
Resort Manager , North Bali Divecenter, North Bali Beach Cottages & Spa  
Country: Indonesia  
Responsible for: Overseeing daily operation of resort and dive center, guiding and teaching divers, supervising all staff, managing guest relation. Administering bookings, resource utilization and generating profit/loss reports for owner.

September 2007  
- February 2009  
Travel Agent, Schoener Tauchen Natur- und Erlebnisreisen, Bremen  
Country: Germany  
Responsible for: Consulting and booking diving trips for individual clients.  
Examining new contracts with partners and entering pricing in the system.

January 2007  
- August 2007  
Receptionist and Divemaster. Oman Dive Center / Extra Divers, Muscat  
Country: Oman  
Responsible for: Daily scheduling of the boat trips and diving courses for guests staying at the resort and local guests. Managing bookings by email and phone.

January 2006  
- December 2006 Marketing Assistant, Wildlife Expeditions – Karibikreisen  
Country: Grenada, West Indies  
Responsible for: Calculation and pricing for the catalogues, updating website  
Negotiating contracts with hotels in the Southern Caribbean.  
Supporting and communicating with tour operator and travel agents in Europe.

June 2005  
- November 2005 Receptionist & Divemaster Trainee, Extra Divers Marsa Alam  
Country: Egypt

October 2004  
- May 2005 Office clerk, Scout's Place & Saba Divers, Windwardside  
Country: Saba, Netherlands Antilles, West Indies

February 1999  
- September 2004 Receptionist, Service Manager, Fit Plus/ Elixia Fitness & Wellness Clubs, Munich  
Country: Germany

August 1998  
- January 1999 Assistant Front Office Manager, Raeter Park Hotel, Heimstetten  
Country: Germany

July 1997  
- July 1998 Receptionist, Hotel Seeschloesschen, Timmendorfer Strand  
Country: Germany

August 1991  
- June 1997 Apprentice, F & B Secretary, Rhoen Park Hotel, Hausen  
Country: Germany

**Education:**

School : Werner von Siemens Realschule, Bad Neustadt, Germany  
Mittlere Reife 1991 (equals high school)  
Berufsschule Bad Kissingen, Germany  
1994 Certificate of Chamber of Industry and Commerce for Hotel management

Languages: German - mother tongue  
English - fluent  
Spanish, Dutch and Indonesian - basics

**Certifications:**

Diving since 1995: 1000 logged dives (about 50% of these guiding, teaching and assisting)  
Professional level SDI Instructor – not active  
since 2005: PADI Divemaster 973911

**Other capabilities:**

Excellent computer skills, fully proficient with Microsoft Office suite and common office management as well as with Wix and Jimdo, Canva.  
Experience in using linkedin and facebook for social media marketing.  
Wide and in-depth familiarity with various tour operator and hotel management specialised programs.

Current Driver's license