

# Ana Jimenez

Cluster Assistant Reservations Manager @ MHL Hotel

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A resourceful and highly motivated individual, with strong storytelling, communication and organisation skills. With a strong track record in managing high-value group bookings, coordinating complex reservation processes, and enhancing customer satisfaction, I excel in leading teams and optimising operational efficiency.

## WORK EXPERIENCE

### **Cluster Assistant Reservations Manager at MHL Hotel Group**

*Dublin, October 2024 - Present*

*Cluster position for College Green, Trinity City Hotel, The Morgan, The Spencer, Brooks Hotel and Moxy Dublin City.*

### **Cluster Group Reservations Supervisor at The Grafton & The Chancery Hotel**

*Dublin, May 2024 - October 2024*

The well established [Grafton Hotel](#) and the recently opened [Chancery Hotel](#) are two 4-stars luxury properties in the heart of Dublin managed by the newly formed Irish owned SH Group. Proud of Dublin's history, both properties combine local life, culture, sustainability and customer excellence.

- Oversaw the Group Reservations business (+€2M) for the two properties (278 rooms) from scratch to post-evaluation: negotiation, contracting, invoicing, payments and cancellations.
- Coordinated with other departments to provide unique experiences in the hotel facilities: corporate meetings and events and leisure dinners and functions at our facilities, which include:
  - State-of-the-art meeting room & Fawn's Restaurant at The Chancery Hotel
  - Bartley's Lounge, Bartley's Bar & Restaurant & Bartley's Terrace at the Grafton Hotel.
- Represented both hotels in external events, conferences and fairs, developing commercial connections and generating sales leads.
- Conducted daily data-driven analytics and reporting, including preparation of Pick-up and Pace Reports, to identify new challenges and trends and developed critical lines of action to address them.
- Managed client accounts through Rate Code Configuration across multiple platforms e.g. Opera Cloud, P3, SynXis.
- Developed a comprehensive understanding of the different market segments and worked closely with the Sales & Marketing Team to maximise revenue by addressing evolving needs and peculiarities.
- Currently leading a group of 2 reservations agents.

### **Cluster Reservations Executive at The Grafton & The Chancery Hotel**

*Dublin, May 2023 – May 2024*

- Created meaningful relationships with customers by providing tailored and empathetic support, troubleshooting challenging scenarios as they arose, and ensured the only result was delighted customers.

- Provided customised quotation proposals for corporate and leisure group clients - demonstrating resourcefulness, proficiency in B2B negotiation and adaptability to evolving requirements.
- Resolved guests' queries and complaints in a timely and courteous manner.

### **Receptionist at Clayton Hotel Charlemont**

*Dublin, October 2022 – May 2023*

Clayton Hotel Charlemont is the top hotel in Dalata Ireland and is now competing with 5\* hotels in Dublin city .

- During this time I acquired in-depth knowledge of the facilities and the services provided and supported their guests and potential guests with incoming queries.
- I also assisted them with their reservation processes, anticipating their needs, and offering unique experiences from an empathetic and goal-driven approach.
- I developed relationships with customers and leveraged communication skills to deliver a smooth support experience.
- I resolved 100+ queries/day either in person, by phone or email.
- I boosted the hotel's brand by obtaining an average of 7 mentions/month in TrustYou.

### **Project Coordinator - Freelance**

*August 2019 – February 2022*

- Enhanced my entrepreneurial and managerial skills through active involvement in the conception, development, execution, and translation of transnational e-Learning initiatives, while concurrently overseeing a parallel client base.
- Partnered with EU organisations and institutions 'to develop, transfer and/or implement innovative practices at organisational, local, regional, national and European levels.'
- Held comprehensive oversight over concurrent projects, ensuring they met predetermined metrics and objectives, whilst adjusting when necessary.
- Took charge of planning and coordinating online and in-person international meetings. My responsibilities encompassed researching and implementing cost-efficient logistics, offering support as needed, and maintaining meticulous accounting records.
- Participated in award-winning projects ([www.firefightersplus.eu](http://www.firefightersplus.eu)) resulting in further funding.
- Developed a deep understanding of Project Management and associated methodologies.
- Successfully coordinated 6 projects simultaneously.

### **Technical Translator - Freelance**

*August 2019 – February 2022*

- Helped 50+ businesses and individuals to reach wider audiences for their products that included legal documents, website content, news articles, and corporate reports.
- Focused on technical translation, working hand in hand with key players of social change at the European level.
- Won and contributed to 8 transnational projects.
- Partnered with 40+ organisations operating internationally.

- Broadened my skill-set to include coordination of multilingual translation projects across 5 countries.
- Work completed was both fiscally and socially impactful.

### **Customer Service & Technical Support at Indigo**

*February 2018 – July 2019*

- Remotely managed operations across 60+ car parks nationwide, utilising diverse operating systems and varied communication channels.
- Demonstrated strong multitasking abilities for competing priorities and swiftly resolved technical issues in a high-demanding environment.
- Quickly mastered an infrastructure management solution for continued maintenance and functioning.
- Proficiency in time-sensitive problem-solving for real-time incident-response.

### **EDUCATION**

Translation and Interpreting, Bachelor's degree at Pablo de Olavide University (Seville, Spain)

Langues Étrangères Appliquées Erasmus Programme at Université Paris-Sorbonne IV (Paris, France)

### **PASSIONS AND CONTRIBUTIONS**

- Worked towards women empowerment and gender equality in disadvantageous contexts
  - <https://www.unad.org/wp-content/uploads/2023/05/english-estudio-prisiones.pdf>
- Participated in award-winning projects with both fiscal, resulting in further funding, and societal, aiding children at risk, impact:
  - <https://www.firefightersplus.eu/>
  - <https://www.firecadetsplus.eu/>
- Volunteered with the Red Cross to provide English education to communities in need in Ceuta.
- Volunteered with a [soup kitchen](#) developing accessible content for wider reach to all communities in need.

#### **LANGUAGES**

Spanish – Native

English – Proficiency

French – Intermediate

#### **SKILLS**

Strategy & Planning

Troubleshooting

Team work