SHAUN DENVER MATHIASZ

Travel Product Specialist



CONTACT

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Shaun Denver Mathiasz | LinkedIn

Colombo, Sri Lanka

EDUCATION

BSc. (Hons.) Global Business Management
Cardiff Metropolitan University
2027 (Reading)

Diploma in Travel and Tourism Foundation (DTTF)
IATA, Montreal
2026 - Reading

OTHM LEVEL 4 & 5
in Business Management
2025-2026

Edexcel International Advanced Level
Horizon College International
2021
IT-A, Biology - B, Chemistry-C, Physics -D

Edexcel International GCSE
Horizon College International
2019
2 A*s, 2As, 4Bs

SKILLS

- Communication
- Problem-solving
- Multi-tasking
- Adaptability
- Guest Relations
- Travel Products

PROFILE

Results-focused hospitality professional with a strong foundation in guest relations, front office operations, and contact center coordination. Expert in Oracle Opera PMS, with a proven track record of enhancing guest satisfaction through efficient reservation handling and seamless operational support. Poised to transition into leadership roles, bringing a proactive mindset and dedication to elevating service standards in high-end hospitality environments.

WORK EXPERIENCE

PRODUCT SPECIALIST
TRAVEL CENTER UK - MORESAND GROUP
April 2026 – Present

- Drive market engagement for Travel Center UK by strategically developing travel products that align with current international tourism trends.
- Enhance client satisfaction and operational efficiency by managing end-to-end reservation processes and resolving B2B logistical challenges.

RESERVATIONS AGENT
SIYAM WORLD MALDIVES
June 2025 – March 2026

- Managed guest reservations efficiently via phone and email, ensuring accuracy in Opera PMS while addressing special requests and preferences.
- Coordinated with internal departments to optimize booking arrangements, support revenue goals, and provide a seamless pre-arrival experience for guests.

WOW AGENT | TELEPHONE OPERATOR
SIYAM WORLD MALDIVES
Oct 2024 – June 2025

- Handled guest inquiries and service requests via telephone with professionalism, using Opera PMS and Eleanor to coordinate efficient service delivery.
- Acted as the main liaison between guests and departments, ensuring timely follow-up, personalized attention, and enhanced experiences for VIP and long-stay guests.

REFERENCES

Available on request.