

ANDRES EDUARDO GALLARDO RODRIGUEZ

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Profile: Leader, strongly oriented to developing efficient processes, focused on providing excellent customer service and a positive experience for clients and team members.

Education

2016 European Atlantic University

Master in Tourism Consulting

Specialization of e-business and tourism management.

2003 Internacional SEK University - Ecuador

Lawyer

2001 Internacional SEK University - Ecuador

Bachelor of Social Science

Experience

MOVIHUAN CIA. LTDA. (Ground transportation company)

Consultant

April 2016 – October 2016

Guayaquil, Ecuador

Consulting conducted during migration to a different business model.

TAME E.P. (Ecuadorian Airline)

Fraud Prevention Leader

May 2015 – March 2016

Quito, Ecuador

Lead the assigned team in the implementation of preventive procedures and fraud control on online channel and call center sales.

Establish procedures for the early detection of irregular situations during a credit card sale.

Advise and suggest senior executives of the company continuous improvement processes to ensure positive sales in the airline's different point of sales.

Keep a close and positive relationship with providers and other areas inside the airline to ensure teamwork and productivity.

AGROCALIDAD (Ministry of Agriculture, Livestock and Fisheries)

Legal Consultant

Oct 2014 – Feb 2016

Quito, Ecuador

Consulting conducted for the drafting of the Law of food safety, animal and agriculture to be sent to the Ecuadorian National Assembly.

Analyze international and national regulations in order to collect as much information to be incorporated in the new law.

Coordinate and moderate workshops with different areas for the collection of technical information to be applied in the drafting of the law.

ALEGA (Romero y Asociados Law Firm)

Lawyer

May 2014 - May 2015

Quito, Ecuador

Legal analysis and implementation of administrative procedures in different legal areas such as; Criminal Law, Intellectual Property, Civil, Corporate and Labor.

LOLA / EASY GOURMET / THE DRINKS PEOPLE (Events Companies)

Event Supervisor / Head Barista

Jan 2013 –Feb 2014

London, United Kingdom

Hospitality, organization and supervision of social events. Ensuring excellent customer satisfaction.

EL VAQUERO (Restaurant)

Bar Manager

Oct 2011 – Nov 2012

London, United Kingdom

Barista / Bartender

Provide excellent customer service.

Inventory management and warehouse control.

**GROUND CONTROLTOURS & GRINN HOUSE HOSTAL
(Tour Operator and Hostal)**

General Manager

Aug 2007 – May 2016

Quito, Ecuador

Responsible for the administration and development of the company.

Recruitment and personnel management.

Administration of the company budget to ensure efficiency and productivity.
Define and monitor objectives for the company, follow continuous improvement processes.

Development of routes and packages.

National Tour Guide.

Ensure delivering excellent customer service.

**PAE (National Public School Food Program)
Nationwide Warehouse and Logistics Supervisor**

Jul 2005 – Aug 2008

Quito, Ecuador

Lead, manage and supervise logistics and warehouses of the program nationwide.

Develop permanent communication with communities and educational institutions leaders on various topics of interest for the proper performance of the program.

Maintain relationships and ensure proper processes with suppliers and transport personnel nationwide.

**MAMAGUS CORPORATION
Human Resources Assistant**

July 2003 – Dic 2004

Miami, USA

Review and development of staff contracts.

Control schedules and payments to staff.

Organization of events for the company.

Languages

Spanish (native)

English (advanced)

Portuguese (intermediate)

Italian (beginner)

Courses

Food Health and Safety training

London – United Kingdom 2013

New trends in the European market and the economy

Segovia - Spain 2002

New trends in Ecuadorian Code of Criminal Procedure

Quito – Ecuador 2001

