

# Franciscoelias Merchan



---

## Address

Maroochydore  
Queensland

Telephone: 0450123199  
[franciscoeliasm@yahoo.com](mailto:franciscoeliasm@yahoo.com).

<https://github.com/CiscoMerchan>

---

## Skills

- 
- Self-motivated and dedicated to achieving goals.
  - Professional work ethic with a sense of responsibility and reliability.
  - Adaptable and quick learner, able to work well under pressure.
  - Strong communication skills and ability to adapt to individual needs.
  - Experience in planning and implementing business improvements and training and managing staff while maintaining
  - Motivation.
  - Knowledgeable: Python, HTML, CSS, JavaScript, jQuery, React, Bootstrap, NodeJS, Express, Flask, Django, PostgreSQL, MongoDB, Git, GitHub, Tkinter.
  - Multilingual with fluency in Spanish, French and English.
- 

## Hospitality - Place and position

- La Tortilleria, Melbourne, Australia. FOH Manager (2019 - 2021)
- Connexion Live Bar Cabaret, Toulouse, France (2012 - 2015) Manager
- London Town Pub, Toulouse, France (2009 - 2012) Assistant Manager.

## Experience

- Authored and updated training manuals for new hires, enabling them to quickly acquire the necessary knowledge and skills to perform their roles effectively.
- Motivated team excellence through fair evaluation, process review and mentoring.
- Weekly meeting with CEO and Director of the company to review KPIs.
- Worked directly with staff to maximize customer satisfaction, streamline procedures and boost bottom-line profitability.
- Monitored supplier operations to verify quality, delivery schedule maintenance and conformance with contract specifications to maximize business efficiency and cost controls.
- Coached employees to work together to carry out daily functions and meet service objectives.
- Led monthly meetings with staff members to identify areas of focus, cover policy changes and facilitate positive communication.
- Developed, implemented and tracked marketing and promotional

---

## Work

&

## Experience

strategies to strengthen long-term business success and meet demanding objectives while maintaining budgetary guidelines.

- Managing customers feedback and enquiries via email and telephone..

### **Scuba Diving Instructor - Place and position**

- Open Water Instructor at Fisheye Divers, Boracay, Philippines ( 2016 – I 2018)
- Open Water Instructor at Native Diving, Lanzarote, Spain ( 2015)
- Dive Master and Open Water Instructor at Moskito Diving, Koh Phi Phi, Thailand (2007-2009)

### **Experience**

Teaching from Discover Scuba Diving to Dive Master (most commonly DSD and Open Water course). Courses taught in English, Spanish and French.

- Completion of mandatory medical, and liability paperwork for clients prior to diving.
- Completion of certification documents (worksheets, records and referral forms).
- Partnered with International school to teach OWC to students from 14 to 17 years old.
- Teaching and/or guiding individuals or groups - maximum of 4 persons per dive/ session.
- Conducted EFR training.
- Maintenance of the dive gear (daily and revision of BCDs and regulators).
- Refilling tanks and valve exchanges.
- Responsible for logistics and coordination of activities.
- Responsible for security and safety on board and under the water.
- Filming and editing under water for clients to record their experience.
- Certified over 150 divers.

---

### **Education**

- The Complete 2023 Web Development Bootcamp - Udemy
- Python Pro Bootcamp - Udemy 2023
- Train the trainer Certificate 2021
- CPR First Aid Certificate. 2021
- Open Water Dive Instructor PADI & EFR Instructor #494937 Moskito Diving, Koh Phi Phi, Thailand. 2008
- International Business Degree Bordeaux, France. 2003-2006
- First year of Psychology Degree Bordeaux University, France. 2002-2003
- DEFLE, department of French studies as a foreign language Bordeaux University, France.