

ALVIN DAVE SARZATE

PERSONAL PROFILE

As a results-driven tourism professional with extensive expertise in sustainable development, sales, and operations, I am committed to driving innovation and positive impact within the tourism industry. My diverse skillset blends exceptional customer service, operational optimization, and a strong background in research and systems analysis to enhance efficiency and guest experiences. With a deep passion for sustainability, I specialize in developing and implementing strategies that promote responsible tourism practices, environmental stewardship, and community engagement. My academic pursuits and professional experience empower me to craft innovative, research-backed solutions that balance economic growth with ecological and cultural preservation. Dedicated to fostering sustainable tourism development, I seek opportunities to contribute both practically and academically. I leverage my expertise to create meaningful change while inspiring and equipping the next generation of tourism professionals.

WORK EXPERIENCE

Adjunct Lecturer

Fontys University of Applied Sciences
Accelerated Academy
May 2024 - present

- Designed and delivered engaging lectures on sustainable tourism practices, focusing on environmental stewardship, community engagement, and responsible tourism strategies. Guided students in applying theoretical concepts to real-world scenarios, fostering critical thinking and innovation in tourism development.

Front Desk Associate

NH Hotel Group
August 2023 - present

- Shape the first impression and overall experience of the hotel. Welcome guests, handle communication, maintain a professional environment, and respond to emergencies. Responsibilities include more than just greeting visitors and various tasks such as answering emails, calls and complaints that significantly affect the organization's image and success.

Sales and Operations Specialist

EBM Trading b.v
June 2021 - August 2023

- Responsible for spearheading the development of streamlined strategies for transporting clients' products, leveraging the company's services. Additionally, overseeing and executing all facets of the organization's logistical operations.
- Initiated a comprehensive assessment of the customer's requirements and preferences, subsequently utilizing this valuable insight to provide tailored product recommendations and facilitate the conversion of the customer's intent into a purchase.



CONTACTS

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SKILLS SUMMARY

- Time Management
- System Analysis
- Intercultural Readiness
- Operations Management
- Research
- Process Improvement

LANGUAGE

- English
- Filipino
- Dutch
- Spanish

Operations Assistant

EBM Trading b.v
November 2018 - June 2021

- Responsible for supporting the coordination and implementation of all aspects of the company's logistical operations. This role encompasses various elements such as transportation, warehousing, order fulfilment, and inventory management.

Researcher

Green Key Nederland (Thesis)
January 2022 - June 2022

- Conducted qualitative research on the lack of interest in Greek Key certification among lower-tier accommodation establishments in Amsterdam. Examined their contributions to society in terms of corporate social responsibility and sustainability.

Duty and Sustainability Management Trainee

Hard Rock Hotel Amsterdam American
September 2020 - January 2021

- Identified and implemented fundamental business strategies and processes. Discover the functions and operations of the company. Acquired skill sets primarily underscoring human resource operations; researched customer behavior during COVID-19, resulting in marketing strategy development.

Customer Service Associate & Technical Support

Convergys / Concentrix
May 2015 - August 2018

- Managed customer inquiries, complaints, billing, and payment extensions or service requests. Effectively manage and de-escalate calls from dissatisfied individuals, rebuild their confidence in our services, efficiently utilize available resources to address their concerns, and devise effective and satisfactory resolutions.

Graphics Designer (Part- Time)

Orion b.v
May 2015 - August 2018

- Developed designs that align with the client's requirements while utilizing software applications like Adobe InDesign and Photoshop to design and produce visually appealing images and layouts. Conduct a comprehensive evaluation of the graphics performance across multiple media platforms.

EDUCATIONAL HISTORY

Wageningen University & Research

MSc Tourism, Society & Environment (The Netherlands)
September 2023 - ongoing

Inholland University of Applied Sciences

BASc Tourism Management (The Netherlands)
September 2018 - July 2022

Laurea University of Applied Sciences

International Study Exchange Program
Hospitality Management and Service Design (Finland)
August - December 2021

Caraga State University

BSc in Information Technology (Philippines)
June 2009 - April 2015

HOBBIES

- Volleyball
- Cooking
- Travelling
- Singing

CONSULTANCY WORK

- Green Adventures: VVV Texel
- Sustainable Waste Management: Kieler Woche
- Train stations as green entrances to National Park Utrechtse Heuvelrug, the Netherlands
- Co-creating an Alternative Form of Tourism in Rural Areas, Case of Alblasserwaard-Vijfheerenlanden

CERTIFICATIONS

- Sustainable Tourism Destination Management (Cornell University)
- Design Thinking and Sustainable Entrepreneur (Visit Finland, Laurea)
- Propeduse Tourism Management (Inholland University)

COURSERA COURSES

- Sustainable Tourism
- Sharing Cities: Governance and Urban Sustainability
- Greening the Economy: Sustainable Cities
- Beyond the Sustainable Development Goals (SDGs): Addressing Sustainability and Development