

## David Krantz

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### Education:

**Dickinson College**, Carlisle PA, 1994-98

*Cum Laude*, Bachelor of Arts

Major: International Studies

Minor: Spanish

Cumulative GPA not including junior year: 3.29/4.0

**Universidad Nacional Andres Bello**, Santiago, Chile, Junior Year Abroad '96-'97

GPA: 3.79/4.0

**Universidad de Malaga**, Malaga, Spain, Summer Immersion '95

**USDA Graduate School**, Washington DC, Advanced Legal Spanish Translation, CEU '99

### Professional Experience:

**Hospitality Partners**, Washington D.C.

- International Guest Services Consultant, December 2003 – Present

Hired to train front-line staff on how to welcome and host international hotel guests.

Currently developing a 2-3 hr, multi-format training seminar covering cross-cultural communication techniques.

**Volunteer, Teacher, Traveler**, South America, Eastern Europe, Africa

- From July of 2001- September 2003, together with my fiancé, I have been backpacking, volunteering, and teaching my way through South America, Eastern Europe, and Southern and Eastern Africa. The explicit purpose of our 2 ¼ year journey was “To explore the world in a unique and sustainable way and where possible, to contribute to the conservation of the environment and to help those that are less fortunate through effective volunteer work.” During our journey we also maintained a detailed website, chronicling the experience. Please visit our website at [www.askadavid.org](http://www.askadavid.org) to get a more complete understanding of this important experience.

**Chalalan Ecolodge**, Madidi National Park, Bolivia

- Volunteer consultant and instructor, July and August 2002

Boosted sales, morale, and communication efficiency at this indigenous-owned community-based eco-tourism enterprise. Identified and helped to implement improvements in sales, marketing, personnel management, and customer service. Worked closely with tribal leaders, the managing director, and support staff to identify and resolve customer complaints. Translated, processed, and presented over one thousand customer feedback forms. Taught beginner and advanced English to Quechua and Spanish speakers.

**Monte Alto Summer Camp**, Puerto Ordaz, Venezuela

- Camp Director, July 2001

Co-organized, directed, and implemented a summer camp for Venezuelan children ages 4-9. Leading a group of three staff members, directed, supervised and instructed English language classes, bilingual workshops, theatre, sports, and creative art lessons for a highly successful two-week session.

**Holiday Inn, Georgetown** (Hospitality Partners), Washington D.C.

- Management Trainee (front desk), January 2000-June 2001

Mastered front desk operations at a full-service up-scale hotel, serving business, diplomatic, and family guests. Resolved a broad array of problems and complaints for customers and managers – contributing to increased customer satisfaction scores and the Holiday Inn Quality Excellence Award.

Assumed “Manager on Duty” responsibilities, made hundreds of reservations, and sold hundreds of room nights to fickle walk-ins. Contributed to positive employee morale and spirit through open communication and enthusiasm. Negotiated group discounts to area gymnasiums for fellow employees. Created spreadsheets and charts to track customer satisfaction. Created and implemented a callback sheet to track unhappy guests and keep their business.

•Catering Sales Representative (sales department) March-June 2001

Increased sales of catering and banquet events by targeting the associations market in Washington DC. Made over 60 quality sales calls per week, including site visits, appointment sales calls, prospect and telephone sales calls. Worked with chef, kitchen staff, servers, and front desk to successfully implement banquets.

**Wiley, Rein, & Fielding**, Washington D.C.

•International Trade Paralegal, August 1998- January 2000

Managed teams of 5-12 paralegals for deadline document production. Successfully lobbied Congress and the President for industry protection. Conducted legal and factual research for international trade attorneys in English and Spanish. Attended and reported on trade hearings on Capitol Hill. Organized and filed thousands of legal documents. Proofread attorney writing and citations. Prepared legal documents for submission to Department of Commerce, Court of International Trade, Department of State, and others. Helped win Pro-Bono landlord/tenant dispute.

**Dickinson College** Latin American Studies Certificate Program, Carlisle, PA

•Student Assistant, '97-'98 academic year

Promoted program visibility by designing and creating a brochure and web page. Co-hosted international visitors -- including Nobel Peace Prize winner and former President of Costa Rica, Dr. Oscar Arias during his visit to the College. Assisted in establishment of a study abroad program in Mexico by researching existing programs, compiling data, and presenting to faculty. Selected and ordered related materials for program library. Performed clerical duties and office organization. Helped coordinate a Latin American Affairs Symposium in April of '98.

**The International Center**, Washington, DC

•New Forests Project Intern, Summer '97

Developed letter writing campaign to promote world-wide visibility of environmental protection services. Researched, processed, and presented environmental and technological statistics. Created and maintained detailed data bases. Attended and reported on Congressional committee hearings. Translated materials to and from Spanish. Performed clerical office duties, calls, and filing.

**YMCA Camp Letts**, Edgewater MD

•Sailing Instructor/ Counselor Summer '96

Taught sailing to teens in class and on the Chesapeake. Led and counseled groups of 12 teens from diverse backgrounds. Organized regular camp-wide regattas. Fostered productive group dynamics among teens. Awards: Outstanding Staff Member; "Most Professional" Sailing Instructor Award.

**Activities/Awards:**

- Team Captain- Cross Country '97
- Academic All-American* NCAA Cross Country ('97)
- NCAA Cross Country letter winner (Fall '94, '95, '97), Track letters (Spring '95, '98)
- Latin-American Club Member & Guest Speaker ('94-'98)
- Spanish Club Member ('94-'98)
- Multi-Cultural Club Member ('94-'98)

**Other Skills:**

Fluent in written and oral Spanish, conversant in Portuguese, and knowledgeable of Polish; Mastery of most word processing, Internet, and database software, including MS Office, Excel, Powerpoint, Lexis-Nexis, Westlaw, Dreamweaver, Photoshop, and others. Mastery of Holidex and Encore Hotel Reservation systems. Excellent communication, and leadership skills.