Juan Carlos Querejazu

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EDUCATION

Cornell University, SC Johnson College of Business — Nolan School of Hotel Administration **Ithaca, NY**
Bachelor of Science in Hotel Administration | Specialization: Finance | Minor: Entrepreneurship | Semester GPA: 3.5 *Anticipated: May 2027*
Relevant Coursework: Corporate Finance, Financial Accounting, Managerial Accounting, Derivatives, Real Estate Financial Modeling, Real Estate Finance and Investments, Principles of Hospitality Real Estate, Fundamentals of Hospitality Development & Management, Restaurant Management, Hotel Operations

EXPERIENCE

The Springs Resort & Spa **La Fortuna, Costa Rica**
Hotel Operations Intern *June 2026 – July 2026*

- Conducted a full operational review of Rooms Division and Housekeeping workflows, then designed and implemented an AI-assisted reporting system that eliminated up to 60 hours/week of manual reporting
- Built structured quality-control checklists for room supervisors, standardizing inspection criteria and staff accountability
- Rotated through operating departments and joined ownership and the architectural team on site visits evaluating new resort developments in Guanacaste — gaining exposure to property inspections and hospitality real estate development

Hotel Camino Real **Santa Cruz, Bolivia**
Hotel Operations Intern *July 2025 – August 2025*

- Directed daily operations across housekeeping, maintenance, and front office for a 175-room luxury hotel, coordinating cross-department communication to resolve guest service delays and bottlenecks
- Conducted 50+ weekly room inspections, returning out-of-order rooms to inventory and protecting daily room revenue by 8–10%
- Implemented a digital maintenance tracking system for 270+ tasks by urgency, reducing room downtime and improving response time by 30%

Rio Selva Resort **Santa Cruz, Bolivia**
Hotel Operations Intern *June 2024 – August 2024*

- Managed housekeeping and inventory operations across 70+ rooms, streamlining tracking across hotel areas to prevent stock shortages and over-ordering — improving asset utilization and reducing supply waste by 15%
- Prepared daily revenue and cash reconciliations for Finance, reducing reporting discrepancies by 20%
- Monitored reservation, voucher, and cash flow processes between front office and accounting to ensure operational accuracy

ACTIVITIES & LEADERSHIP

Cornell Real Estate Club — Advanced Real Estate Program (AREP) **Ithaca, NY**
Member *September 2025 – Present*

- Selected for a competitive semester-long program offering advanced technical preparation in real estate finance and investment analysis
- Conduct DCF, IRR, and cap-rate modeling in Excel to evaluate acquisition, development, and disposition opportunities
- Participate in mock interviews, presentations, and small-group discussions with real estate professionals

Cornell Air & Sea Hospitality Club **Ithaca, NY**
Gold Tier Member *July 2023 – Present*

- Completed Airlines 101 coursework covering airline operations, industry economics, and customer service strategy
- Participated in guest speaker events on air & sea hospitality trends and service innovation

Rotary Club (Grigota Chapter) **Santa Cruz, Bolivia**
Treasurer *July 2022 – July 2023*

- Managed club funds and collected dues and payments from 50+ members
- Submitted recurring financial reports to club leadership and supported Rotary Foundation initiatives
- Implemented QR code payment systems to increase transparency, efficiency, and donation collection

SKILLS

Hotel Operations: Hotel Operations Analytics, Room Inspections & Quality Control, Housekeeping & Maintenance Management, Cross-Department Coordination
Technical Skills: Excel (Advanced), Financial Reporting & Modeling, DCF, IRR & Cap-Rate Analysis
Certifications: Microsoft Office Specialist – Excel, CHIA, Financial Markets (Yale), ServSafe
Languages: Spanish (Fluent), English (Fluent)
Interests: Basketball (Houston Rockets), Soccer (FC Barcelona), Gym, Singing