

# Guillermo Olaya Temix

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## Boatswain | Luxury Boat Captain | Captain

*Goal-oriented professional and leader, specializing in navigating and ensuring passengers' safety*

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Highly motivated, enthusiastic, and goal-oriented professional showcasing 25+ years of experience in yachting and industrial vessel duties. Evinces a track record of streamlining operational procedures, establishing a working relationship with guests on board, and managerial responsibilities, as shown via recent tenure as Captain at Carobelle M/Y Private. Precise and concise communicator, able to coordinate with crew members to optimize existing procedures, deliver optimum results, and maximize potential revenue and profit.

### SKILLS

- |                                  |                            |                                   |
|----------------------------------|----------------------------|-----------------------------------|
| ▪ Vessel & Deck Maintenance      | ▪ Client & Guests Services | ▪ Critical Decision-making Skills |
| ▪ Engine & Equipment Maintenance | ▪ Safety Procedures        | ▪ Communication Skills            |
| ▪ Quality Control Analysis       | ▪ Crew Management          | ▪ Standard Operational Procedures |
| ▪ Excellent Navigation Skills    | ▪ Emergency Procedures     | ▪ Strong Leadership Skills        |

### PROFESSIONAL EXPERIENCE

#### Carobelle M/Y Private | Fort Lauderdale, FL | Mar 2022 – Oct 2022

##### Captain

*Captain is accountable for ensuring guests' and passengers' safety and employs excellent navigation skills in handling the boat.*

- **Maintenance:** Conduct regular boat preventive and predictive maintenance to ensure the safety of all persons onboard and implement general navigation logistics to navigate the desired destination or location safely.
- **Customer Satisfaction:** Employ excellent communication skills when coordinating with guests about itineraries planning and charter programs and campaigns, boosting and improving customer service and increasing guest retention.
- **Administrative Duties:** Establish a working relationship with the management to preserve a healthy work environment, plan projects within the allocated budget, and perform the captain's cash reconciliations.

#### V & V, Private | Cancún, Mexico | Mar 2012 – Feb 2022

##### Captain

*Serving as the boat's Captain mainly focused on overseeing the transportation of passengers or guests, ensuring the safety and security of all guests onboard, coordinating with crew members and ensuring proper procedures are maintained and implemented.*

- **Customer Service:** Performed regular preventive and predictive boat maintenance to ensure the boat's 100% functionality and performance while cruising, built rapport with guests to improve customer service, maximizing the potential revenue and sales.
- **Managerial Duties:** Oversaw personnel management, assigning specific activities and duties to each crew member on board to streamline standard operational procedures and conduct the general operation of the marine.
- **Process Optimization:** Managed every facet of the voyage, such as setting up the course and speed and directing crew members to drive existing processes efficiently while complying with proper procedures to prevent unwanted bad situations.

##### *Key Achievements:*

- ✓ Traveled across numerous locations worldwide, including all coasts and ports of Gulf of Mexico, the Caribbean Sea, the Pacific Sea, the United States of America from Florida to New York, and European countries, such as the Mediterranean and Riviera to Genoa.

### EARLIER PROFESSIONAL EXPERIENCE

#### ME, Private | Cancun, Mexico | Mar 2011 – Dec 2012

##### Captain

*Ensured guests' satisfaction by maintaining the safety of all people on board, provided keen attention to clients and guests, and performed fun activities to exceed their happiness and expectation.*

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## EARLIER PROFESSIONAL EXPERIENCE *continued*

### Pure Life, Private and Pure Gold | Cancun, Mexico | Dec 2010 – Mar 2011

#### **Captain**

*Maintained the boat's 100% performance by conducting regular preventive and predictive maintenance and improved customer service by performing personalized and unique service for guests.*

### 3G, Nautikos Sunseeker S.A DE C.V. | Cancún, Mexico | Feb 2010 – Dec 2010

#### **Captain**

*Implemented a safe and efficient boat operation by performing regular maintenance to prevent interruptions due to equipment failure, conducted general predictive of the boat to predict the future behavior of the boat by utilizing historical boat data and information.*

### Marenter, Obras Marinas S.A DE C.V. | Cancún, Mexico | Nov 2009 – Feb 2010

#### **Captain**

*Executed general maintenance regularly, such as changing engine oil, lubricating fittings, and painting the hull bottom. Positioned the vessel accurately to perform underwater maneuvers and dredging efficiently.*

### Rocinante RL. | Cancún, Mexico | Sep 2008 – Aug 2009

#### **Captain**

*Championed a fun and engaging service for guests on board to maximize customer experience, resulting in high customer satisfaction and retention and implementing a high-quality service on board.*

### Oceanography | Camp. Mexico | Apr 2006 – Jul 2006

#### **Boatswain**

*Supervised the execution of anchor dragging maneuvers and regular maintenance of the boat and was recognized for promoting industry-leading knowledge and skills in operation development, such as anchor, drilling, and oil line positioning service.*

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## EDUCATION & PROFESSIONAL DEVELOPMENT

**Electromechanical Engineer** | Pue. Naval Technician, Ver., Mexico

Yacht Captain up to 500 GT / Panama Coast pattern up to 500 GT, Mexico

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## LANGUAGES

**Spanish** (Native) | **English** (Conversational)

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## COURSES & SEMINARS

Proficiency in Survival Craft and Rescue Boats other than Fast Rescue Boat | Sep 2021

Personal safety and social responsibilities | Sep 2021

Ratings Forming Part of a Navigational Watch | Aug 2021

Radar navigation, Radar Plotting, and Use of Arpa (operational level) | Aug 2021

Pleasure Yacht Master | Aug 2021

Fire Protection | Apr 2016

M / Maintenance, Repair and Marino | Feb 2015

The 10 Most Common Managerial Mistakes | May 2005

Neuro-Linguistic Programming | Sep 2004

Action Program for Effective Management | Jul 2002

Elementary First Aid

Proficiency in Personal Survival Techniques.

Advanced Training in Fire Prevention and Firefighting

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## LICENSURE AND CERTIFICATION

General Operator's Certificate for Global Maritime Distress and Safety System (GMDSS)

Certificate of Competence Coast Pattern 500 Gross Tons of Tonnage