



AT A GLANCE

LOCATION

Mallorca, Spain

WORK MODEL

Fully remote

RIGHT TO WORK

German national · EU citizen

MOBILITY

Available for occasional business travel within Europe

LANGUAGES

GERMAN

Native

SPANISH

Very good professional proficiency

ENGLISH

Professional Working Proficiency

MALLORCAN

Good listening comprehension · limited active speaking practice

CORE STRENGTHS

- Project & process coordination
- Operations & interfaces
- Process analysis & improvement
- Incident & escalation management
- Stakeholder communication
- Knowledge management
- Technical troubleshooting

TOOLS

- Asana · Teams · Zoom
- Obsidian · WordPress
- Excel · Word · PowerPoint
- Avalon · Hospedajes
- LightBurn · Cura · GenAI

ONLINE

[Project portfolio](#)

[Contact](#)

YVONNE RUMMRICH

PROJECT COORDINATION · OPERATIONS · PROCESS IMPROVEMENT

More than 30 years of operational experience across different industries - with a consistent pattern: I bring structure to complex workflows, coordinate stakeholders and solve problems where processes do not work reliably.

Today, I combine this practical experience with structured project work and my current professional development in project management.

PROFESSIONAL EXPERIENCE

SINCE APRIL 2026

Night Concierge / Night Receptionist

Cabot Hotels · Hotel Torreblanca & Hotel Cap de Mar · Mallorca

- Sole operational responsibility overnight for guest support, security and initial response to medical, technical and safety-related incidents.
- Review and correct check-in data in the Avalon PMS; submit legally required guest data through Hospedajes and resolve rejected records.
- Coordinate doctors, transport and external support; create concise work instructions and provide targeted refresher training.
- Identify recurring risks, unclear escalation routes and process gaps and raise them factually.

[P01 Check-in process](#) · [P02 Emergency standard](#)

MAY 2025 - OCTOBER 2025

Receptionist - Day and Night Shifts

HSM Torreblanca · Sa Coma, Mallorca

- Check-in/out, payments, bookings and guest communication in German, Spanish and English.
- Coordinate transfers, car hire, excursions and interfaces with housekeeping, maintenance and other hotel functions.
- Handle and de-escalate complaints; sole operational responsibility overnight. During an escalated security incident, coordinated police and hotel management and enforced a ban from the premises.

SEPTEMBER 2022 - MAY 2023

Technical Customer Support Specialist

GreenyPlus Mallorca S.L. · Hybrid

- Handled an average of 20-30 technical support cases per day; contributed to a substantial reduction in a backlog of several hundred open tickets.
- Reproduced faults, analysed root causes, developed solutions and workarounds, and de-escalated difficult cases.
- Built an extensive internal knowledge base and reusable solution articles; prepared content for FAQ/self-service.

[P04 Technical Support & Knowledge Management](#)

MARCH 2014 - SEPTEMBER 2022

Commercial Administrator & Order Coordinator

Heating and Installation Business Björn Elflein · Mallorca

- Interface between owner, installers, customers and suppliers; coordinated jobs from enquiry through invoicing and payment.
- Managed schedules, quotations, materials, deliveries, open jobs, geographical routing, hours, complaints and billing.
- Introduced regular stock checks, reducing unplanned purchasing trips.

INDEPENDENT PROJECTS

Arrel del Sol

since December 2025

Independently built brand and product project. Product development, costing, website, production workflows and launch preparation for the non-fiction series WISSEN, WENN ES ZÄHLT.

[P03 case study](#)

Project Management Portfolio

since July 2026

Four case studies based on real professional experience and ongoing projects: process improvement, emergency/escalation management, product development and technical support.

[View portfolio](#)

Die Familienmanagerin

2012/2013 - early 2020

WordPress advice blog: website, editorial planning, SEO, newsletter and affiliate marketing. >100 community members, around 1,000 page views/day and approx. EUR 300 monthly affiliate commissions.

PROFESSIONAL DEVELOPMENT

SINCE JUNE 2026

Google Project Management Professional Certificate · Google/Coursera · expected completion September 2026

2012 - 2013

Magic Affiliate · 12-month coaching/mastermind programme

DEUTSCHE BAHN

Safety, braking and ICE tunnel training · First aid

BHW

Two-week intensive training in financial advisory

EDUCATION

1997 - 1998/99

Business Administration · FernUniversität in Hagen · 3 semesters · no degree awarded (ended for family reasons)

ENTRY REQUIREMENT

Fachhochschulreife + professional experience recognised by Deutsche Bahn as equivalent to the vocational qualification Kauffrau für Verkehr

1992

Fachhochschulreife - Business and Administration · Höhere Handelsschule Göhlbachtal, Hamburg-Harburg

PROFESSIONAL EXPERIENCE · CONTINUED

JUNE 2012 - MARCH 2014

Legal Secretary / Legal Assistant

Anwaltskanzlei Menth S.L. · Mallorca

- Client contact, research, file preparation and coordination with notaries, public authorities, registries, gestorías, translators and external specialists.
- Obtained land registry and cadastral documents, prepared notary appointments, reviewed draft deeds and explained contents clearly.
- Built a reusable process for recognition of German professional qualifications in Spain - from requirements and checklists to apostilles, sworn translations, submission and deadline follow-up.

APRIL 2011 - JUNE 2012 Family Period / Private Career Break · Mallorca

FEBRUARY 2010 - APRIL 2011

Secretary / Commercial Administrator

Palmer Carpintería S.L. · Mallorca

- Preliminary accounting, payments, quotations, procurement, delivery coordination and payroll preparation.
- Coordinated the introduction of a new CNC milling machine with the Italian manufacturer - from software and delivery through installation and commissioning.

JANUARY 2008 - NOVEMBER 2009

Import/Export & International Order Administration

Dickes Food S.L. · Mallorca

- Coordinated B2B orders between manufacturers and major Spanish supermarket chains; managed schedules, full truckloads, documentation, private label, samples and delays.
- Stopped a planned apple-chip launch before market release when a required quality characteristic could not be met reliably.

MARCH 2003 - DECEMBER 2007

Family Period with Part-Time Employment

Stader Tageblatt · Stade

- Independently managed two fixed early-morning delivery areas while combining paid work with caring for our children.

JANUARY 2001 - MARCH 2003

Self-Employed Commercial Agent & Financial Adviser

BHW · Stade

- Built my own client base; advised on Riester pensions, life insurance, home savings and mortgage finance.
- Reassessed a declined home-finance case for a family with six children and presented the financial situation clearly; the finance was subsequently approved.

OCTOBER 1992 - JANUARY 2001

Various Passenger Operations Roles

Deutsche Bahn · Hamburg

- ICE train attendant, telephone travel information, ServicePoint Hamburg Central Station, announcement service in a signal box and train manager on local services.
- During a serious track incident, supported safety/evacuation, line closure, replacement transport and police/emergency coordination.
- Selected as a speaker for an internal motivational/communications CD.

WORKING STYLE

Structured, independent and persistent. I identify recurring operational problems, look for structural root causes and connect analysis with practical implementation. I raise relevant issues early and factually; functionality, safety and professional accuracy take priority.