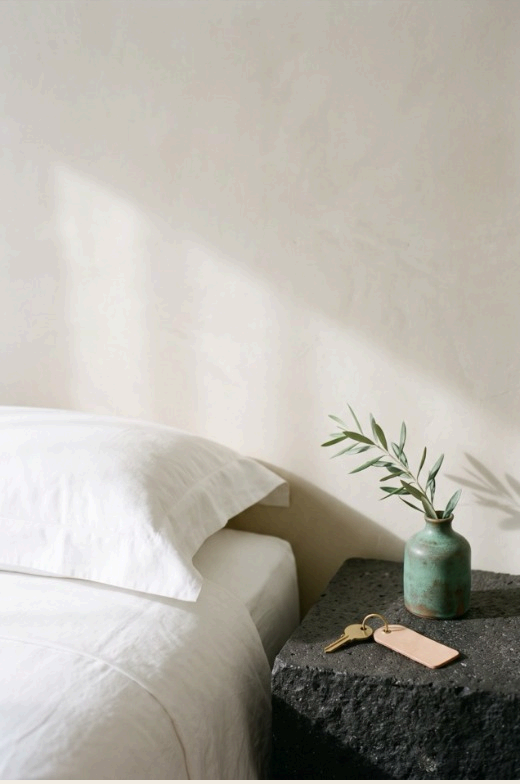


CONTACT

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CORE SKILLS

- Hospitality Operations
- Customer Service & Guest Experience
- Operations Team Leadership
- Vendor Coordination & Follow-up
- Property Management
- Real Estate Advisory & Brokerage
- Institutional & International Relations
- Reporting & Performance Indicators
- Crisis Management

SYSTEMS

Guesty · Cloudbeds · Tokeet · Jurny · Airbnb, Booking.com and other OTA extranets · Microsoft Office

Francisco Escobar

OPERATIONS · CUSTOMER SERVICE · PROPERTY MANAGEMENT

I studied International Relations at UNAM and have more than ten years of experience in operations, customer service and institutional relations.

I began my career in the public sector, where I spent seven years across Mexico's Ministry of Foreign Affairs, the Ministry of the Interior and CONAGUA, the National Water Commission. There I worked in Border Affairs, Coordination of High-Level Tours and Events, and International Cooperation, including bilateral negotiations between Mexico and the United States. That period helped me build strong institutional coordination skills: aligning stakeholders with different interests, keeping communication steady in demanding environments and making sure agreements turn into results.

In 2022 I moved into hospitality and property management. Since then I have coordinated portfolios of up to 150 units, run operations for hotels and a residential building, and led a 13-suite luxury property that stood out for the quality of its service and for results recognized by guests and owners.

Today I manage short-term rental properties for third-party owners and guide clients through buying, selling and renting residential properties with Luxxu Inmobiliaria in Mexico City.

I speak English at an advanced level and hold Cambridge certificates (CAE and FCE).

> *My starting point is one conviction: the customer experience is won in the details.*
>
> I like building teams and operations that run well without depending on any one person, and I'm looking for projects that share that standard.

10+
years of professional experience

up to 150
units across coordinated portfolios

9.8
on Booking.com · 13 luxury suites

CURRENT EXPERIENCE

Luxxu Inmobiliaria — Mexico City
Real Estate Agent — Advisory & Brokerage — Feb 2026 – Present

- Advisory and brokerage for residential sales and rentals, with personalized client service and coordination with owners and vendors throughout the process.

Short-Term Rental Management — Mexico City
Property Manager — Dec 2025 – Present

- Responsible for the end-to-end management and operation of third-party short-term rental properties: reservations, guest relations, housekeeping, maintenance and reporting.



Francisco Escobar

CAREER HISTORY

EDUCATION

Bachelor's program in International Relations — UNAM

Coursework completed in May 2012 · 100% of credits taken and passed · Degree conferral pending

LANGUAGES

Spanish	Native
English	Advanced (C1)
Portuguese	Basic

Cambridge Certificate in Advanced English (CAE)

First Certificate in English (FCE)

Young Learners Teaching Certificate (El Anglo)

EARLY CAREER

UNAM — General Procurement Office

Process Assistant

Sep 2014 – Aug 2015

Comercializadora Vitex

Sales Management Assistant

Mar 2012 – Sep 2014

HOSPITALITY EXPERIENCE

MR. W — Mexico City

Project Lead — 13-Suite Luxury Property — Dec 2024 – Sep 2025

- Invited directly to lead operations at a 13-suite luxury property marketed under a hotel model.
- Led the housekeeping team and service providers (maintenance, spa, tours), with no staff turnover attributable to management.
- Achieved a 9.8 rating on Booking.com, making the property the company's second-highest-revenue property during my tenure.

LOMAH — Mexico City

Director of Operations — Nov 2023 – Dec 2024

- Ran operations for a portfolio of 3 hotels, a hostel and a residential building, and coordinated general services, maintenance and cleaning providers.
- Served as the liaison between owners, guests and operations teams.
- Led the PMS migration from Jurny to Cloudbeds across the entire portfolio.

MR. W — Mexico City

City Manager — Mar 2023 – Nov 2023

- Point of contact between roughly 30 owners/clients and the operations teams of 4 properties, within a portfolio of up to 150 units.
- Coordinated the onboarding of new distribution channels and systems (PMS) providers.
- Served production companies that booked the properties as filming locations and talent accommodation.

Property Manager — Apr 2022 – Mar 2023

- Direct service to guests and owners, and coordination of housekeeping, maintenance and security.
- Resolved high-pressure incidents (service failures, overbookings, difficult guests), documenting each case through to closure.

GOVERNMENT & INTERNATIONAL RELATIONS

CONAGUA — International Cooperation Office — Mexico

Deputy Director of International Cooperation (Project Lead) — May 2017 – Mar 2022

- Focal point for international counterparts and authorities on cooperation projects and high-level events.
- Took part in Mexico–United States bilateral negotiations, coordinating meetings and following up on agreements across multiple institutions.
- Drafted minutes, institutional reports and follow-up documentation.

SEGOB (Interior) — Undersecretariat for Media Regulation — Mexico

Tours & Events Coordinator (Deputy Private Secretary to the Undersecretary) — Oct 2016 – Apr 2017

- Coordinated logistics for the Undersecretary's high-level tours and events.

SRE (Foreign Affairs) — Undersecretariat for North America — Mexico

Head of Department for Border Affairs — Aug 2015 – Sep 2016

- Followed up on border affairs with U.S. counterparts.