



JOHANNA HÖHENWARTER

Yoga & Tourism

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Skills

General

- Positive and authentic in front of hotel guests and customers, even in stressful situations
- Flexible and will tailor offerings to the needs of yoga students or guests in general. I manage to surprise guests often.
- Strong organisational skills and solution-oriented approach attained from my professional experiences
- I see the "big picture" and can easily recognise where to start and further optimise. Guest feedback is very important to me.
- Not only guests and customers but also my colleagues are important to me. If anyone needs help, I'm there.

Languages

- German (Native)
- Finnish (Native)
- English (Native level as schooling from 4th grade onwards done in English)

Yoga Certificates

- 200 Hour Liquid Flow Yoga, Kale and Cake, Munich
- 30 Hour Awakening Yoga Vinyasa Immersion, Awakening Yoga Academy, Munich
- 50 Hour Yoga Anatomy, Yogarenew, Online
- 50 Hour Shake the Dust by Authentic Flow, Online
- 100 Hour Depth Advanced Training (Embodied Yin), Authentic Flow, Portugal
- 300 Hour Advanced Yoga Teacher Training, Yogarenew, Online (in progress)

Awards Guest Experience & Team Spirit

- Monthly Champion in customer experience at Personio (see details here)
- Employee of the quarter at Marriott
- 8 Marriott Certificates at Marriott from being distinguished directly in guest comments

About me

Over the years, I have gained a lot of experience in various industries. Somehow I ended up back where I started: in tourism. My vision now is to combine everything with yoga and movement to offer guests unforgettable experiences in the most beautiful vacation destinations in the world.

Professional Experience

September 2023 - present
Yoga & Movement Freelancer
Germany & Portugal

- Taught classes in the following styles: Liquid Flow Yoga, Rest&Store, as well as Barre in Studio Veda (Leipzig)
- Check-in and operational tasks done in studio before and after class
- 1:1 yoga and meditation sessions
- Brand, marketing and website creation (in progress)

July 2023 - September 2023
Yoga Teacher / Childcare
Naturel Hotels, Treffen, Austria

- Daily morning yoga flow classes taught to guests and business groups, included 1:1 classes, small groups as well as large groups (up to 30 guests). Class style and pace varied depending on group due to the diversity in age, movement background, size of group, location of class, etc.
- Promoting yoga classes and program, inspiring guests to try new things
- Management and supervision of the kid's club in the hotel (planning and realisation of events, etc.)

April 2023 - July 2023
Various Yoga Projects, Freelance
Munich, Germany

- Yoga classes organised and held in the park, built community and inspired people to keep up an active lifestyle
- Private individual yoga classes held according to clients' needs (focus on different areas of the body and alignments to strengthen the body and alleviate pain)

Nov. 2020 - February 2023
Customer Growth Manager
Personio, Munich Germany

- Representing Personio at well-known logos, managing contracts and educating customers
- Handling customer escalations and engaging key stakeholders
- Continuous support and onboarding of new employees

July 2018 - October 2020
Junior Key Account Manager
NextGuest CRM, Munich, Germany

- Building and maintaining strong, long-term and trusting customer relationships with key accounts (hotels around the world) through regular communication, strategic advice and contract management
- Planning, conducting and presenting client meetings or workshops abroad (for instance Mauritius)

October 2015 - April 2018
Conference Sales Executive then Supervisor
Marriott Hotels, Munich, Germany

- Responsible for training and first point of contact for employees, managing daily tasks of team
- Qualified and negotiated group bookings and B2B events for 3 hotels in Munich based on predetermined sales strategies and targets

March 2014 - August 2014
Front Office Agent
Renaissance Wien Hotel, Vienna, Austria

- Check-in and check-out, guest services, upselling room categories, enrolling new members in Marriott's loyalty program, etc.

Additional Experience: Movement

September 2005 - July 2012
Pre-Professional Competitive Dancer
Art of Dance, Chester, New Jersey, USA

- Versatile dancer in a competitive team in different styles of dance: Contemporary, Ballet, Jazz, Tap, and Hip-Hop
- Performed at various competitions (For ex. New York City Dance Alliance) as well as general performances (For ex. at the Joyce Theater, Alvin Ailey and Broadway stages in New York City)
- Performing as a contemporary soloist and regional scholarship winner at the New York City Dance Alliance Nationals

Education

Sept. 2012 - August 2015
BBA Tourism and Hospitality Management
Modul University Vienna, Vienna, Austria
Grade with ECTS Credits: 83%

Sept. 2008 - July 2012
High School / International Baccalaureate Diploma
West Morris Mendham High School, New Jersey, USA
"Weighted Grade Point Average": 4.785