

Stefan Vito Hiller



45, born in Munich



German Citizen
Australian Permanent Resident
KITAS Indonesia



stefanvitohiller



Married, 1 child



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Primary base Bali Indonesia
Secondary base Australia



MY AREA OF EXPERTISE & CAREER HIGHLIGHTS

- Crime Prevention Through Environmental Design - designing security layers in hotels.
- Travel risk mitigation strategies for corporate traveler.
- 5 Star customer service / marketing psychology
- Hotel pre-opening management in Ireland and Germany.
- Expert evidence (confidential).
- Development of COVID safe strategies for large resort hotels, ferry boats and attractions.
- Auditing safety & security in hotels in Nigeria, Bali, London and Delhi.
- X-ray screening in hotels, and on board cruise ships and port facilities in Australia.
- Trained in Suspicious Human Behaviour Detection.
- Security Audits of Masjids and Islamic Schools.

EDUCATION AND PERSONAL DEVELOPMENT



- 1994 – 1998 Sheraton Munich Hotel & Towers, Germany.
Apprenticeship for Hotel & Catering Administration and Operation *“IHK gepr. Hotelkaufmann”*
- 2001 - 2002 State accredited Hotel Management Diploma graduated at the Steigenberger Hotel Management School, Germany *“Hotelbetriebswirt”*
- 2016 Certificate III in Security Operations with 5 years of front-line work experience in Australia.
- 2017 Aviation & Maritime Security - Maritime Security Screening Officer.

LEADERSHIP IN AUSTRALIA & ASIA

Since 2013 Sky Touch Global Hotel Consultant / Managing Director / Self-Employment



- Classic Hotel Consulting Services - Feasibility Studies and Property Evaluation.
- Covert and Overt Hotel Inspector (Security and COVID-19).
- Developer of the Security Training Courses for Hotels for eHotelier Academy.
- Developer of the Anchor Point Audit Program.
- Qualified Hotel Security Auditors in London, Delhi, Brisbane, Montreal, Berlin.
- Providing guidance to Architects and Hotel Developers in Africa.
- Conducted audits in West Africa, Europe, India, Southeast Asia, North America, and Australia.
- Providing leadership guidance to Indian Security Consulting companies last 5 years.

2016-2021 Operational experience in the security industry at over 60 different sites, Australia

- 2020 COVID Safety Marshall - Team Leader in Anglo-American Coal Mining Central QLD, FIFO
- 2016 - 2019 Front Entry Supervisor - Commonwealth Games 2018 and Brisbane International Tennis
- 2016 - 2021 Crowd Watching “Last Mile” (Managing teams up to 25 Officer)
- 2016 CCTV and Alarm-monitoring Bank of Queensland Security @ HQ Control Room
- 2016 - 2020 Maritime Security Officer at Brisbane Cruise Terminal (MTOFSA Act/ISPS-Code)
- 2016 - 2021 Crowd Controller Supervisor / Event & Festival Security @ Brisbane City Hall

2019-2020 Corporate Protection Australia Group, Security Analyst, isafe Risk Advisory Team

- Developer of a Security Awareness Training Program for all ports in Indonesia (Government Project).
- Maritime security compliance & risk mitigation, security audits (Port of Brisbane).
- Managing security compliance on board large cruise ships.
- Development and implementation of a group quality audit program.
- Part of the COVID-19 Pandemic Project Team.
- Implemented COVID-19 temperature screening solutions across Australia.
- Development of a digital COVID-19 Contact Tracing Solution for Restaurants, Hotels etc.

EUROPE & MIDDLE EAST

2008-2013 SECURITAS Germany - Product and Key Account Manager Hotel & Tourism

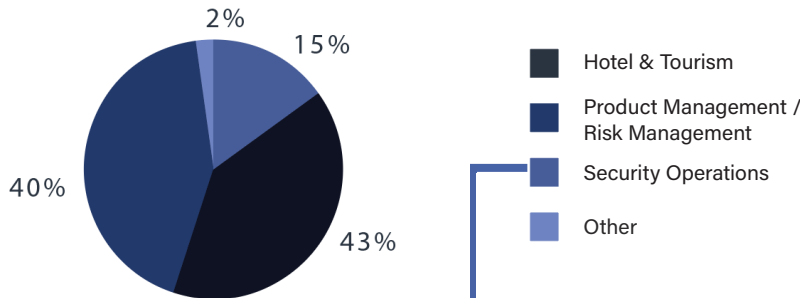


- Leader of the Hotel Competence Centre of the Group.
- Risk Consultant for a Hotel Brand in Hong Kong.
- Development of Integrated Security Solutions for 4-5-star hotels.
- Development of a Securitas specific covert security program in hotels.
- Overt security audits in hotels, international and domestic.
- Planning CCTV architecture and electronic access control systems in hotels.
- Planning the implementation of x-ray screening points in hotel lobbies.
- Training hotel guards in hotel security.

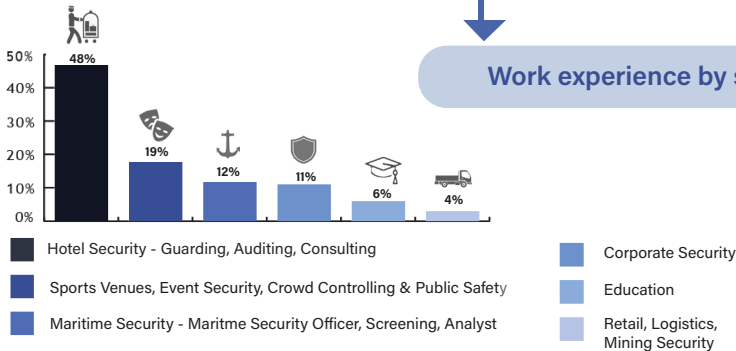
1998-2008 Hotel experience in all departments

- 2007-2008 Orbau – Constructor, Germany - Hotel Pre-Opening Manager
- 2005-2007 Clarion Hotel Cork, Ireland - Hotel Duty Manager
- 2007 Imperial Hotel Cork, Ireland - Assistant Hotel Manager
- 2002-2004 Sheraton Hotel & Towers Frankfurt, Germany
- Cost Controller, Assistant Controller Traineeship
- 2000 Islamic Summit Conference Doha Qatar - Private Butler for the President of Tunisia
- 2000 Sheraton Grand Hotel Edinburgh, Scotland - Receptionist and Concierge
- 1999 Marriott Munich Hotel, Germany - Night Auditor
- 1998-1999 Hilton Munich City, Germany - Income Auditor
- 1998 Sheraton Munich Hotel & Towers, Germany – Accountant

Breakdown 27 years of work experience



Work experience by sector



DEMONSTRATED SKILLS AND ABILITIES



Author

Published over 50 safety & security-related articles, studies, and publications on eHotelier and own marketing channels in the last 7 years. Since 2019 Chief Editor of the Security Radar Newsletters.

Co-content provider for the COVID Online Training eHotelier / Failte Ireland Online Training

1993 – 1997, Volunteer Fire Fighting Officer Starnberg, Germany

IT EXPERIENCE



Protégé
Forcefield
Fidelio Opera
Micros Fidelio Suites
Protel
NetSuite
Microsoft Office
Oracle
InDesign
Microsoft Office
iAuditor and other
SQL Database

LANGUAGE SKILLS

English

German

Arabic

French

ADDITIONAL QUALIFICATIONS & COURSES

- 2021 Hotel Revenue Management and Forecasting during the Pandemic, eHotelier Academy
- 2020 COVID-19 Contact Tracing, Johns Hopkins University
- 2019 PFSO - Port Facility Security Officer Course, Baseline Training
- 2018 Suspicious Human Detection Training, Brisbane
- 2017 Chief Fire Warden training for high-rise buildings, Queensland Fire Services
- 2020 First Aid valid till June 2022
- 2016 Work safely in the construction industry (White card)
- 2014 Fraud & Cyber Crime Symposium, Queensland Police
- 2011 Security seminar explosives training, Havercamp HQ
- 2010 SMT – National SECURITAS Management Training, Germany
- 2006 Choice Hotels Leadership Academy, Ireland
- 2006 Seminar in providing Safety & Security for People with Disability
- 2005 IOSH, Managing Safety, NIFAST Cork, Ireland
- 2001 Vocational Trainer Course, Chamber of Commerce

CURRENT STUDY Criminal Psychology and Forensics

To learn more about my vita please visit

hotelsecuritydesign.com/explore