***NATIONALITY***

Italian

***DATE OF BIRTH***

May 1st, 1975

***EDUCATION***

**1996 – 1997 Higher Diploma in Hotel & Tourism Management, I.M.I., Stansstad, Switzerland**

**1995 – 1996 Diploma in Hotel Operations Management; Certificate in Rooms Division Management and Certificate in Front Office Operations (both in First Honors), I.M.I., Lucerne, Switzerland**

**1994 – 1995 Certificate in Food & Beverage Management (in First Honors); Certificate in Food & Beverage Control (A.H.M.A.), I.M.I., Lucerne, Switzerland**

**1992 – 1993 Baccalauréat du Second Degré, Lycée Français de Singapour, Singapore**

**1988 – 1992 Baccalauréat de Français, Lycée Franco-Japonais de Tokyo, Japan**

**Brevet des Collèges, Lycée Franco-Japonais de Tokyo, Japan**

**1980 – 1988 Certificate of Maturity, Ecole Européenne de Bruxelles, Belgium**

***EMPLOYMENT***

**2014 – present Owner & Manager of Gelateria Il Monello**

**2011 – 2013 Freelance Work**

Training lecturer for hotel & tourism management students through Globibo Pte. Ltd. Singapore

Private English tutoring

Interpretation job English - Italian

**2008 (Apr. – Sept.) Business Development Consultant, Antex (De Qing) Fashion Clothes Co. Ltd.**

Italian renowned lingerie manufacturer. Responsible for outsourcing new business opportunities in Malaysia and Singapore. Clients commissioned: Xixili Malaysia, Nyok Lan Malaysia.

**2004 – 2005 (Apr. – June) Training Manager and Senior Banquet Sales Manager i/o Overseas Accounts, Hilton Shanghai**

In charge of training the Executive Floor and Customer Service teams on brand service standards and the Banquet Sales team on time management, customer relations and event order standards. Responsible for banquet and meeting events for overseas accounts, in charge of securing business deals with international companies.

**2001 – 2004 (Apr. – Feb.) Catering & Convention Services Manager, Caribe Hilton International, San Juan, Puerto Rico (645 rooms and over 60,000 sq. ft. of meeting space)**

Responsible for coordinating and supervising all Groups and catering business, after booked by the Sales Department, through completion of the events. In charge of maintaining profile operations, high quality products and service levels. Served as a logistical liaison between group organizers and all operational hotel departments to ensure successful events. In charge of configuring programs for clients to fit meeting space in the most efficient manner, as well as maximizing sales for the hotel. Accountable for monitoring and revising groups “room blocks” in order to maximize hotel rooms’ inventory and forecasting banquet revenue for respective groups.

**1999 – 2001 (Oct. Apr.) Executive Assistant to the General Manager, The Drake Hotel Hilton International, Chicago, U.S.A.**

Worked alongside the General Manager. Responsible for organizing his daily work: answering e-mails, preparing weekly and monthly reports (including Budget Reviews), handling guests’ complaints and answering an average of 220 guests’ questionnaires per month, attending Department Heads and Executive Committee meetings. Preparing, updating and issuing policies for the general manual. In charge of issuing and entering data for the Hotel GRIP report on a monthly basis. Acted as a liaison between the General Manager (also Vice President for North America), Department Heads of The Drake Hotel and General Managers of North America Hilton Hotels.

**1999 (May – Oct.) Front Office Agent, The Drake Hotel Hilton International, Chicago, U.S.A. (583 rooms)**

Worked in all aspects of the Front Office department using Fidelio system, i.e. check-in, check-out, cashiering functions, reservations. Also trained 4 newly agents in all aspects of Fidelio.

**1998 – 1999 (Apr. – Apr.) Conference and Banqueting Operations Supervisor, Manchester Airport Hilton International, Manchester, U.K. (225 rooms)**

Responsible for the smooth running of the Conference and Banqueting Operation, achieving guests’ satisfaction through workload organization and delegation with team members. Carried the responsibility for daily functions in the absence of the Conference & Banqueting Manager while assuming direct responsibility of the larger functions. Ensured that members of the C&B Operation team maintained high profile in monitoring floor service. Also responsible for setting short and long term objectives with the C&B Manager, developing and training subordinates in accordance to the training plan, organizing monthly communication meetings as well as daily briefings. Responsible for organizing , leading and running exhibitions set-ups, weddings, Christmas parties and private dinners for up to 230 people, Bridal Fairs and fashion shows. Also had the duty of preparing the weekly schedule for all full time and part time staff, organizing the equipment order for each week, attending various meetings and performing the toastmaster duties when required.

**1998 – 1999 (Apr. – Apr.) Conference and Banqueting Training Manager, Manchester Airport Hilton International, Manchester, U.K.**

Responsible for discussing training needs within the department with the Department Head on a monthly basis, writing a monthly focus sheet for the

department, ensuring that all team members attend and receive appropriate training. Also accountable for maintaining accurate and up to date records of completed training activity for each member, holding a 1:1 with all new starters, attending monthly Trainers meetings.

**1997 – 1998 (Apr. – Apr.) Food and Beverage Management Trainee, Manchester Airport Hilton International, Manchester, U.K.**

Worked in all the food & beverage departments within the hotel, including kitchen, restaurants, conference & banqueting, stores, stewarding, food & beverage administration, accounts, conference & sales office. The tasks included supervisory responsibilities, managing and coordinating staff and smooth running of the operations. Also worked as Food & Beverage Duty

Manager one night a week for a month, which involved dealing with guests complaints, supervise all Food & Beverage outlets, overlook the entire hotel.

**1996 (Feb. – Aug.) Service Trainee, Hotel Renaissance, Glattbrugg, Switzerland**

Worked in the restaurant “Brasserie La Noblesse” in the a’ la carte section, serving and executing orders for international guests. Also worked in the Beverage Control department for the main Food & Beverage outlets in which the tasks were to control and check the stock regularly, preparing stock orders and reports for the Purchasing Department.

**1995 (Jan. – June) Service Trainee, Hotel Zurich, Zurich, Switzerland**

Worked in the Italian restaurant “La Scala” in the a’ la carte section, serving breakfast and helping in various banquets.

**1994 (Mar. – July) Al Forno Restaurant, Singapore**

Most popular Italian trattoria in Singapore. Worked as a waitress, cashier and behind the bar.

***INTERESTS & ACTIVITIES***

Traveling, reading

***COMPUTER SKILLS***

GEM (Group Event Management) software

Fidelio Front Office software

Windows XP

Oracle (entering purchasing requests)

MMS (Management Maintenance System)

***LANGUAGES***

**Spoken Read Written**

**English** Excellent Excellent Excellent

**Italian** Excellent Excellent Excellent

**French** Excellent Excellent Excellent

**German** Basic Basic Basic

***AWARDS RECEIVED***

* Certificate for eGate Consulting training on “Using the Balance Scorecard to Execute Strategy Successfully”, Hilton Shanghai, October 2004
* Craft Training Award, Manchester Airport Hilton, June 1998
* Safe Food Training Award, Manchester Airport Hilton, June 1998
* Certificate for the Customer Care Program, Manchester Airport Hilton, June 1997
* Certificate of Merit for the Best Enterprise Development Project, I.M.I., January 1997
* Certificate of Merit for the Third Best Student, I.M.I., January 1997
* Certificate for the Renaissance In-Training Seminar “Guest relation – Up selling”, Hotel Renaissance, March 1996
* Certificate for the Renaissance In-Training Seminar “Me as a Mentor & Train the Trainer”, Hotel renaissance, March 1996
* Certificate of Merit for the Best Front Office Student, I.M.I., January 1996
* Certificate of Merit for the Nest Service Student, I.M.I., January 1995