



MARINA SAN LORENZO

SUMMARY

Very well organised personality with high motivation developed during ten years' experience in a variety of office environments. Pride in appearance and a warm attitude combined with a proficient knowledge of clerical duties leads to a reliable and solid first point of contact for both customers and employees. Working well under pressure with the ability to remain calm and focused creates and encourages a positive and trustworthy image for the company as a whole.

EDUCATION

2017 Bachelor Degree in Translation, Italian L2 and interculturalism
Palermo Università degli Studi di Palermo

2006 High School Biligual with high level of Spanish language
Palermo Liceo Classico G. Meli.

WORKING EXPERIENCE

Dal 01/10/2019 ad oggi
Milano

Bikkembergs / Levitas spa
Showroom facilities Manager

Front and back office activities, such as: answering calls, checking emails, parcels reception and shipping management;
Management of contracts with suppliers for office maintenance (heating, light, air conditioners);
Employee attendance management;
Personal assistant activities to support the COO;
Management of the Style Office Agenda

Dal 09/05/2017 al 30/06/2019
Reading, UK

IBIS READING CENTRE – ACCORHOTELS
Front and Back office

Welcome guests as soon as they arrive with great care and attention
Encourage customers loyalty by building friendly and personalised relationships
Anticipate guests needs and bring them into a personalised customers service
Communicate efficiently with all the departments of the work place to exceed customers treatment.
Handle all type of reservations from the first step until the last.
Deal with emails and phone calls.

Dal 09/05/2009 al 30/09/2015
(Siracusa, Italy)

GIS, Global Industrial Services
Administration and Safety trainer

Create and update safety procedures for more than 7000 employees working in the refinery area
Attending Safety training in Italian, English and Spanish on a monthly basis, according to the Health and Safety Work Act 81/08.
Update employees safety profile area. of each company working in the
Checking all the documentation and authorizations, according to the law, for both people and vehicles, before entering in the refinery.

Dal 10/03/2007 al 14/02/2009
Palermo

STUDIOFOR, University Master in Human Resources
Receptionist, team Leader

Supervise front desk, assist and train new members of staff
Book meeting rooms, checking tools and keep them in good state.
Deal with complains in a calm and professional manner.

Milan, Italy

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LANGUAGES

Italian : Mother tongue
English : Advanced
Spanish: Advanced
Russian : Notioned

IT SKILLS

Excel, PowerPoint,
Photoshop, Indesign,
Access, Foals (Hospitality System)

CERTIFICATIONS

RSPP
First Aid
Health and safety at workplace
Fire Safety and Risk Management

PERSONAL SKILLS

Adaptability and high level of multitasking.
Leadership and management.
Teamwork and self motivated.
Problem solving
Creative and innovative
Thinking strategically and analytically