

Alioscia Pagano

Hospitality Operations Manager

PROFILE

Hospitality & Operations Manager with 15+ years of international experience in hotels, serviced apartments, cruise ships and corporate hospitality. Proven track record in opening new properties, leading multicultural teams, improving profitability and guest satisfaction, and ensuring full regulatory compliance. Strong commercial mindset combined with hands-on operational leadership.

CORE SKILLS

- Operations Management
- Revenue & Cost Control
- Process Optimization
- Property Openings
- Guest Experience
- Contract & Supplier Management
- Team Leadership
- Compliance & Audits
- Crisis & Problem Solving
- Multilingual Communication

PROFESSIONAL EXPERIENCE

Local Office & Bistro Manager

Lugano, Switzerland | 2024 – Present

- Led the operational launch of serviced apartments following major renovation
- Recruited, trained and structured the local team
- Defined pricing strategy through market analysis
- Implemented procedures for regulatory approvals and operating licenses
- Ensured full compliance with brand standards and service level agreements

Personnel Consultant – Regional Employment Office

Lugano, Switzerland | 2021 – 2022

- Managed reintegration plans for unemployed professionals
- Assessed compliance with Swiss Unemployment Insurance regulations
- Coordinated with disability, training and social institutions
- Reduced unemployment duration through personalized coaching

Hotel Manager – River Advice AG

Basel - Switzerland | 2019 – 2020

- Directed daily hotel operations, front office, F&B and housekeeping
- Managed bookings, online portals and pricing strategy
- Controlled invoicing, payments, suppliers and agencies
- Improved guest satisfaction and complaint resolution time
- Reduced F&B costs

Hotel Manager – Sea Chefs GmbH

Hamburg, Germany | 2017 – 2019

- Managed hotel operations for international cruise vessels
- Led teams across front office, housekeeping, F&B and guest services
- Implemented KPIs and training programs
- Increased guest satisfaction to over 96%
- Controlled budgets, contracts and operating costs

Earlier International Experience (Selection)

- F&B Manager Consultant – Hotel Albilad, Saudi Arabia
- Executive Pastry Chef – Aldana Club, Qatar
- Assistant F&B Manager – Princess Cruises
- Hospitality Internships – Disneyland Paris, NH Hotels Belgium

EDUCATION

Diploma in Hotel Management & Tourism

SSAT Bellinzona, Switzerland

Certificate – Baker & Pastry Chef

SPAI Trevano, Switzerland



Personal information

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Home Page www.alioscia.ch
Nationalities Swiss and Italian

LANGUAGES

Italian Native
English C1
French C1
Spanish C1
German B1/B2

IT & SYSTEMS

Microsoft Office
Fidelio, Micros, ResCompany
Html, PHP, MySQL

CERTIFICATIONS

Certification Type I (for Tessin)
Driver's license B, D1, BE, D1E
STCW (A-VI/1-1 to 1-4)
Seaman's Book Bahamas & Bermuda
ServeSafe (USA National Restaurant Association)
PADI Open Waters

INTERESTS

Mountainbike, hiking, swimming, books.