

Alioscia PAGANO

Personal and professional skills

Customer focused, results-driven, and accomplished professional with substantial experience in hotel's operations management, team leadership, customer service, P&L management, brand awareness, and sales & marketing, and accounting & finance to ensure business continuity and optimal profitability. Expert at planning, designing, and deploying abreast plans, policies, and best practices to ensure compliance with set guidelines at all levels. Excel at uncovering anomalies, determining root causes, and proposing solutions to facilitate corrective actions. Adept at creating competitive advantage through training, mentoring, and development; inspiring teams to achieve corporate goals. Demonstrated history of leveraging strong communication, negotiation, problem-solving, and decision making skills to forge and nurture professional relationship with stakeholders at all levels to drive long-term business growth. Multi-lingual communicator proficient in Italian, English, French, Spanish and German.

- Operations Management
- Relationship Building
- Complex Problem Resolution
- Team Leadership & Coaching
- Strategy Planning & Execution
- Company goals achievement

Professional activity

- 2021 - 2022 **Personnel Consultant** Regional Employment Office, Lugano, Switzerland
Establish a reintegration strategy by providing qualified and personalized advice in order to minimize the permanence of unemployment.
Cooperate with specialized institutions (disability, professional guidance, etc.).
Evaluation of the fulfillment of obligations and possible sanctions according to the LADI (Unemployment Insurance Act).
- 2019 - 2020 **Hotel Manager**, River Catering Ltd., Limassol, Cyprus
Direct day-to-day hotel operations, customer relations, and front desk. Head staff managing bookings and inquiries via phone or e-mail to ensure excellent customer service support. Oversee invoicing and payments for vendors, suppliers, and agencies. Plan, organise, and coordinate with teams to ensure smooth delivery of events. Craft shift schedule and assign tasks ensuring right person at right place. Monitor overall hotel maintenance activities ensuring compliance with H&S standards. Set rates and create packages on portal.
- Confirmed all guest queries and complaints are handled within time constraints.
 - Initiated process to confirm accurate recording/reporting of all financial transaction.
 - Devised and deployed robust initiatives and best practices to increase guest satisfaction.
 - Ensured best experience for guests from check-in to check-out by offering exceptional services.
 - Led planning and implementation of various policies and processes surrounding housekeeping and catering.
 - Uncovered opportunities to reduce F&B costs, increase booking volume, and optimise overall profitability.
- 2017 - 2019 **Hotel Manager**, Sea Chefs, Hamburg, Germany
Steered overall hotel operations, including customer relations, reservations, HR, and administration along with routine and extraordinary maintenance. Coordinated and assigned tasks to high-performing teams. Ensured delivery of exceptional guest services for optimal customer satisfaction. Responded efficiently and accurately to inquiries and complaints. Planned, organised, and led several training session for staff to increase overall working efficiency. Set KPIs to monitor staff performance. Identified area with improvement and implemented process to overcome issues. Controlled operational costs and uncovered measures to cut waste. Regularly monitored security systems to ensure safety of lives and property. Led creation of detailed reports on weekly, monthly and annual revenues and expenses. Ensured compliance with sanitation and safety regulations.
- Promoted the brand in local community through word-of-mouth and events.
 - Devised and deployed KPIs to assure quality of services are meeting



Personal information

Address	Via alla Fontana 7 CH-6977 Ruvigliana
Mobile	+41 79 379 35 51
email	al@alioscia.ch
Home Page	www.alioscia.ch
Nationalities	Swiss and Italian
Civil status	Single
Born	April 12, 1970, Davos, Switzerland

Languages

Italian	Mother language
English	Spoken C1 Written C1
French	Spoken C1 Written C1
Spanish	Spoken C1 Written C1
German	Spoken B2 Written B1

Software knowledge

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

Licenses | Certificates

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

Hobby

Mountainbike, hiking, swimming, books.

- guest expectations.
- Appraised staff performance and provided motivating feedback to improve efficiency.
- Maintained Hotel's good image, suggested ways to improve, and attained satisfaction by over 96%.
- Secured optimal terms for materials and services via efficiently negotiating with contractors/suppliers.

2015 - 2017 **Customer Service Consultant**, Swisscom SA, Bellinzona, Switzerland
 Engaged and collaborated to ensure efficient delivery of technical support and sales for the mobile telephony sector. Headed planning and execution of robust initiatives to improve customer services. Conducted training session for new hires to develop insight on standard operating procedures. Implemented processes to ensure recording of customer interaction with service agent to check quality and confirm compliance with set quality standards and guidelines.

- Identified and proposed opportunities to up-sell products and services increasing overall revenue.

2014 **Front Office Manager**, Hotel Cereda, Sementina, Switzerland
 Welcome and greeted guests upon arrival, engaged efficiently to uncover needs/requirement, and proposed options meeting and exceeding set expectation. Oversaw planning and execution of policies to ensure front desk is tidy and equipped with all necessary stationery and material at all times. Directed activities relating to efficient management of rooms leveraging reservation systems. Administered overall functions relating to regular training of existing staff and new hires. Led several facets relating to timely and accurate issuance and recording of all invoices and payments.

- Confirmed 24/7 delivery of timely and accurate customer service to guests.
- Served as key point of contact for any complaint or specific customer requests.
- Implemented robust processes to ensure compliance and adherence with company's policies, quality standards, and security requirements.

Additional Experience:

Junior Operation Manager, Tourism & Catering Services SA, Switzerland

Assistant F&B Manager, Princess Cruises

Webmaster & Owner, www.swisspastry.net

Web Master and Partner Travel Agency, www.viaggiareinbicicletta.com

F&B Manager Consultant, **Hotel Albilad Jeddah**, Jeddah, Saudi Arabia

Web Master Project, www.swisspastry.net

Pastry Chef, MV Astoria Cruise ship

Receptionist, Hotel Le Nautile, Reunion Island, DOM France

Internship, Assistant F&B Manager, Ospedale Regionale di Lugano, Switzerland

Internship, Team Leader Management Training Disneyland Resort, Paris

Internship, Sale and Reservation Department, NH Atlanta, Belgium

Executive Pastry Chef, Aldana Club, Doha, Qatar

Baker-Pastry chef

Continuous basic formation

- 2008 - 2009 Leadership Excellence course, Princess Cruises
- 2008 Career Builder course, Princess Cruises
- 2000 - 2003 Diploma Hotel Management and Tourism School HSS, SSAT Bellinzona, Switzerland
- 1985 - 1988 Certificate of proficiency as Baker/Pastry-Chef, SPAI Trevano, Switzerland