

Curriculum Vitae

Personal and professional skills

As a graduate of Hotel Management School with extended experience in the international hospitality industry I'm ready to take on new responsibilities to promote my career. My key strengths include management skills, business planning, staff management and motivational techniques. I prefer to work in a team by helping others to progress but I'm able to act independently.

I have good relational skills with clients and always ready to solve any kind of situation and particular attention to detail.

"Coming together is the beginning. Keeping together is progress. Working together is success."
(Henry Ford)

Professional activity

- 2019 **Hotel Manager** Sea Chefs, Hamburg, Germany
MS Viola, a ship for special needs, barrier-free and accessible designed for the disabled
- 2017-2018 **Travelling Hotel Manager** Sea Chefs, Hamburg, Germany
AmaWaterways, Travelmarvel, Lüftner.
The goals achieved are customer satisfaction over 96%, reduced the budget by 2%.
Supplier management, motivation and staff training, attention to detail as well constant presence and availability for the on board guests.
- 2015 - 2017 **Customer Service Consultant** Swisscom, Bellinzona, Switzerland
Responsible for technical support and sales for the mobile telephony sector.
- 2014 - 2014 **Front Office Manager** Hotel Cereda, Sementina, Switzerland
Opening Team, Gastro SOS project from march to july.
Responsible for all activities of the reception, room management and reservation systems. Control of invoices and payments. Staff training.
- 2012 - 2013 **Junior Operation Manager** Tourism & Catering Services SA, Manno, Switzerland
Planning, management and monitoring of the procedure for the ship supply (F&B and non Food). Rating offers suppliers and cost optimization, development plans and operational objectives, analysis of variances in the inventories, monitoring profitability and operating costs, control and drafting management reports, audit and control bills, support human resources.
- 2008 - 2011 **Assistant F&B Manager** Princess Cruises
Checking and preparing management reports, inventory control, supervision of the bars (12-16) and staff (50-60 crews), repsonsabile special services on board (private events, special requests), attending passenger cocktail.
- 2007 - 2019 **Webmaster & Owner** www.swisspastry.net
Managing the web site (client support, bugs fix).
- 2007 - 2008 **Web Master and Partner** Travel Agency www.viaggiareinbicicletta.com
Development and management of the website.
- 2006 - 2007 **F&B Manager Consultant** Hotel Albilad Jeddah, Jeddah, Saudi Arabia
In charge of the F&B (6 restaurants, 5 banquet halls with a total capacity of 1,500 people), 120 employees, searches for new customers, preparation and control of budgets.
- 2005 - 2006 **Web Master** Project www.swisspastry.net, online recipe management in cooperation with the Swiss Professional School for Baker/Pastry-Cooks
Development and management of the website in cooperation with the SPAI Lugano.
- 2005 - 2005 **Pastry Chef** MV Astoria Cruise ship
Responsible for the daily production of all the pastries.



Personal information

SURNAME Name	PAGANO Alioscia
Address	Via alla Fontana 7 CH-6977 Ruvigliana
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email	info@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 B2

Software knowledge

Microsoft Office
Fidelio 7 & 8, Micros
Html, PHP, MySQL

Licenses | Certificates

Certification Type I (for Tessin)
Driver's license B, D1, BE, D1E
Seaman's Book Bahamas & Bermuda
ServeSafe (USA National Restaurant Association)
PADI Open Waters

Hobby

Running, swimming, mountain bike, books.

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- 2004 - 2005 **Receptionist** Hotel Le Nautille, Reunion Island, DOM France
Chek-In/Out, booking entry, reservation/confirmation of flights, tours, car rental, transfers. Billing to travel agencies and tour operators.
- 2003 - 2004 **Internship** Assistant F&B Manager, Ospedale Regionale di Lugano, Switzerland
Software development (Access):
- Competition for the foodstuffs supply
- Offer/booking for refreshments
- 2002 - 2002 **Internship** Team Leader Management Training Disneyland Resort Paris, France
- Convention Center Hotel Disney's Hotel New York
- Reception Disney's Hotel Santa Fe
Supervision and support during all events (banquets, exhibitions, meetings, etc.).
Supervision and support of the reception.
- 2001 - 2001 **Internship** Sale and Reservation Department, NH Atlanta, Belgium
Bookings entry, support to the Revenue Manager for the italian market agenda and planning his trips.
- 1995 - 2001 **Executive Pastry Chef**
Restaurant Locanda Orico (1 star Michelin), Bellinzona, Switzerland
Hotel La Perla, Agno, Switzerland
Opening team Hotel Princess Tegucigalpa, Honduras
Opening team MV/Pacific Venus, Japan Cruise Line, Japan
Sheraton Warsaw Hotel & Towers, Warsaw, Poland
Hotel Caracas Hilton, Caracas, Venezuela
Aldana Club, Doha, Qatar
Hotel Fiesta Americana Coral Beach Cancun, Mexico
Hotel Savoy Baur-en-Ville, Zurich, Switzerland
MS/Hanseatic, Luxury cruise ship
Responsible for the production of bakery / pastries / ice cream. In charge of the team (3 to 10 pastry chefs), hiring, scheduling work shifts. Preparing the menu (desserts à la carte).
- 1988 - 1995 **Baker-Pastry chef**
Preparation of bakery / patisserie in accordance with the directives of the 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
1976 - 1985 Compulsory schooling, Lugano, Switzerland