



Elisa Mongiardo

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📍 Cavalese (Trentino, Italy)

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Date of birth 30/06/1998 | Nationality: Italian

PROFESSIONAL EXPERIENCE

October
2022-
current

Grand Hotel Trento

Reservation agent and receptionist

- Performing all check-in and check-out tasks
- Welcome guests, check them in, distribute room keys and explain the hotel's amenities
- Take payment from customers
- Respond to guests' issues and complaints in a friendly, timely manner
- Explain local amenities and attractions to guests
- Work with other staff members to ensure that all guest rooms meet hotel standards and accommodate any special client needs
- Assist customers with the planning of special events such as weddings and business conferences

October
2021 –
August
2022
(Laives)

Röchling Automotive SRL

Junior Executive Assistant and Project Manager (Infrastructure Technologies field)

- Creating and analyzing reports and presentations for project planning and monitoring
- Management of projects, tasks, deadlines and related files, facilitation of problem resolution
- Supporting and managing the calendar and agenda of the Director of Operations and Service Management IT Global
- Domestic and international travel arrangements, reservations and meetings
- Collaboration with regional IT directors
- Relationship with external partners, customers and suppliers
- Managing expense reports

May 2021 to
August 2021
(Piera)

Dolomiten Trauma Clinic

Customer service officer

- Client reception
- Compilation of medical records and examinations, entry into management software
- Managing phone calls, mail, appointment calendar
- Managing supplies and inventory
- Medical support duties

October 2020
May 2021

Nursery school

English and German teacher

- Teaching German and English language in daily activities
- Language learning projects
- Creation of an environment with an intercultural approach that develops aptitude to foreign language openness and confrontation

October 2019
February 2020

Educational First Language, Inghilterra

Customer care intern

- Main activities of receptionist, student reception and general presentation, check-in and check-out
- Activities of contacting and communicating with host families , sales office and guests

EDUCATION

Languages and Cultures for Tourism and International Commerce, Bachelor's degree

University of Verona

Accountant business economic expert, High school

La Rosa Bianca, Italy Trentino

LANGUAGES

- ✓ Italian – Mother tongue
- ✓ English – C1
- ✓ German – B2
- ✓ Russian – B1

DIGITAL SKILLS

- Excellent knowledge of the Office package
- Good knowledge of SAP
- Good knowledge of Scrigno

SOFT SKILLS

- Strongly motivated for interpersonal relationships and with excellent verbal and written communication skills
- Flexibility, ability to deal with last-minute changes
- Ability to thrive in a fast-paced environment
- Excellent organization, detail orientation, multi-tasking and problem-solving skills
- Ability to work under pressure and respond to multiple requests quickly and optimally
- Skill in teamwork, open to dialogue and collaboration