



Gioele Gradino

Date of birth: 19/07/1996 | **Nationality:** Italian | **Gender:** Male | **Phone**

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Address: No 29, Windsor street, Hampton Court, Flat 1, SLM 1859, Sliema, Malta (Home)

Address: Via Pio La Torre, 18, 90040, Isola delle femmine, Italy (Via Pio La Torre, 18)

WORK EXPERIENCE

19/09/2022 – 19/03/2023 Sliema, Malta

RECEPTIONIST ROOSENDAL HOTELS LTD. MALTA

1. Welcoming guests, answering phone calls and e-mails, passing information among all departments, management of cash operations, check-in and check-out procedures, concierge duties. Software used: Opera Cloud, Room Master, Two Hotel Management systems and HotSOS

08/03/2021 – 29/05/2021 Palermo, Italy

RECEPTIONIST COSTA DEGLI ULIVI HOTELS S.P.A

1. University curricular internship Front and back office duties such as check-in, check-out, reservations management, greeting guests, providing information. Software used: Hotel Cube as Hotel Management system

15/03/2019 – 15/09/2019 Palermo, Italy

ON CALL SALES ASSISTANT LIDL

1. Unpack stock as deliveries arrive in store, locating items around the store, providing excellent customer service on the tills, helping customers with any questions or queries. The role required high flexibility working in several stores and with different colleagues

Address Palermo, Italy

08/07/2018 – 30/09/2018 Palermo, Italy

SHOP ASSISTANT FOOT LOCKER

1. Ensuring high levels of customer satisfaction by being knowledgeable on all products offered and teaming up with co-workers, to provide excellent sales service and push up sales suggesting up-selling and cross-selling

Address Palermo, Italy

EDUCATION AND TRAINING

10/2016 – 16/03/2022 Palermo, Italy

BACHELOR'S DEGREE IN SCIENZE DEL TURISMO (L-15) Università degli studi di Palermo

Address Palermo, Italy |

Field of study Economics, business, statistics-mathematics, law, geography, history, archaeology, art history and demo-ethno-anthropology

Level in EQF EQF level 6

16/09/2010 – 04/07/2016 Palermo, Italy

DIPLOMA DI LICEO LINGUISTICO Liceo linguistico statale Ninni Cassarà

General

1. English, Spanish and French

Address Palermo, Italy | **Field of study** General subjects English, Spanish and French | **Level in EQF** EQF level 4

● LANGUAGE SKILLS

Mother tongue(s): **ITALIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
SPANISH	B1	B1	B1	B1	B1
FRENCH	A2	A2	A2	A2	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Excellent command of Microsoft Office Suite (Word, Excel, Powerpoint) | Opera Cloud | Room Master | Hotel Cube | hotsos | Social media/social Networks

● ADDITIONAL INFORMATION

DRIVING LICENCE

Driving Licence: B

ORGANISATIONAL SKILLS

Precise, detail-oriented person Precise, detail-oriented person, flexible, goal-oriented, multi-tasker, problem solving

COMMUNICATION AND INTERPERSONAL SKILLS

Sunny person Excellent communication skills and ability to work in team and sacrifice