



STEFANO INNOCENTI

CONTACTS

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LANGUAGES

MOTHER TONGUE

Italian

ENGLISH

Comprehension, writing, speaking: C1

SPANISH

Comprehension, writing, speaking: B2

CHINESE

Comprehension, writing: C1
Speaking: B2

IT SKILLS

OPERATING SYSTEMS

Windows, Android

SOFTWARE

MS Office, Prezi, Google Drive

WEB BROWSERS

Chrome, Firefox, Explorer

PROFESSIONAL SOFTWARE

Hotel management softwares:
Loventis, Cloudbeds, Scigno

PERSONAL SKILLS

Communication
Active listening
Interpersonal skills
Teamwork
Customer service
Adaptability
Patience
Goal setting
Time management
Attention to detail

EDUCATION

eCampus Telematic University, October 2020-February 2021
Certificate of Teaching Ability

Ca' Foscari University, Venezia, December 2016-March 2019
Master's Degree in Asian and African languages and cultures, Chinese language and culture program.
Final score: 108/110

Capital Normal University, Beijing, August 2014-January 2015
Hanban scholarship for a Chinese language intensive learning program.
Final score: 89/100

Ca' Foscari University, Venezia, September 2012-November 2015
Bachelor's Degree in Asian and African languages and cultures, Chinese language, culture and business language program.
Final score: 104/110

"C. Lorenzini" High School, Pescia, September 2007-July 2012
High School Diploma in Foreign languages
Final score: 100/100

WORK EXPERIENCE

Venice Central SML, Venezia 06/2022-Present

in charge of welcoming guests and providing them with the necessary information and services, responsible for managing incoming reservations, phone calls and emails and managing payments and the cash desk.

The friendliness and helpfulness shown resulted in improved reviews and contributed to guest loyalty.

Credem Banca, Livorno, 05/2021- 05/2022

Bank Teller

In charge of welcoming and assisting customers in processing account transactions, responsible for reconciling cash drawer, bank valuable and ATM, in charge of sorting calls, and internal mail.

I was able to build strong relationships with colleagues in my branch and gain the trust of customers. By replacing cashiers in other branches, I was also able to enrich and refine my working method.

Nani Mocenigo Palace Hotel, Venezia, October 2019-March 2020 **Front Desk Receptionist**

In charge of welcoming guests and providing them with the necessary information and services, responsible for managing incoming reservations, phone calls and emails, updating the agenda, coordinating with the hotel departments and managing payments and the cash desk.

My communication and social skills allowed me to increase guest satisfaction and the Hotel rating.

Boggi Milano, Venezia, June 2016-October 2019

Junior Sales Assistant

In charge of welcoming customers and find the solutions most suited to their needs, assisting colleagues in sales operations and organizing the warehouse and the selling areas.

I achieved good sales results in short time and I successfully cooperated with my colleagues in order to consistently overcome the targets set by the company.

Locanda Santi Giovanni e Paolo, Venezia, October 2015-June 2019

Front Desk Receptionist

In charge of welcoming guests and providing them with the necessary information, responsible for managing payments and the cash desk.

By constantly offering an excellent service, I was able to increase the Hotel rating and build guests loyalty.