

# MIRIAM DAQUINO



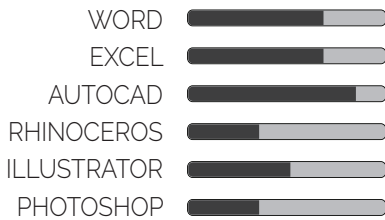
## ABOUT ME

Multitasking, proactive, used to work under pressure, accurate and guest oriented.

## LANGUAGES



## TECHNICAL SKILLS



## CONTACTS

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## THE JOB I'M LOOKING FOR

I'm looking for a guest-related job, offering new challenges, growth opportunities, and chances to apply (and keep improving) my language skills.

## EDUCATION

- 2009 **MASTER'S DEGREE IN ARCHITECTURE**  
*LM4 - Architecture and engineering constructions - Architecture*  
University of Florence, Italy.  
Graduation thesis project: "Sugar cube - a sustainable temporary living module"
- 1998 **HIGH SCHOOL DIPLOMA**  
*Science and foreign languages curriculum*  
Liceo scientifico G. Spezia, Domodossola, Italy.

## EXPERIENCE

- 2020 **WTB HOTELS - HOTEL L'OROLOGIO, FLORENCE, ITALY**  
*Front desk agent and concierge (2018-2020)*
  - + Guest greeting, check in and out
  - + Support for restaurant, museums and tour reservations
  - + Diary management and management of meeting/exhibition rooms
  - + Handling queries and complaints via phone, email and general correspondence
  - + Support to the booking office
  - + Cash and account control, including commissions and payments.
  - + Management of on-line reviews
- 2018 **BELMOND CASTELLO DI CASOLE, CASOLE D'ELSA, ITALY**  
*Chef de rang supervisor at breakfast shift (2018)*
  - + Guest greeting and take of the orders
  - + Cohordination of service waiters and kitchen
  - + Ensure a prompt and accurate service
  - + Managing of the room service
  - + Payments and accounting operations
  - + Supervision of the cleaning and tidying operations
  - + Check of the warehouse and managing of the supplies
- 2015 **FRESCOBALDI TOSCANA, PELAGO ITALY**  
*Hospitality agent at Castello di Nipozzano and Pomino (2015-2018)*
  - + Guest greeting
  - + Check in and check out of the agritourism guests
  - + Guide to the cellar visits both in italian and in english
  - + Wine tastings service and guide
  - + Wine shop conduction
- 2013 **SUBFACTORY.IT**  
*Translator and subtitle writer (2013-2015)*  
Fansubbing of british, US and spanish Tv series, films and shows
- 2010 **MEES+SIMONI STUDIO, PISTOIA, ITALY**  
*Architect intern (2010-2011)*
  - + Plan drawing, presentations, 3d renderings
  - + Administrative papers
  - + Operations management assistance
- 2004 **GERIST SRL, FLORENCE, ITALY**  
*Waitress, barista (2004-2015)*
  - + Barista at the main cafeteria during exhibitions and fairs such as Pitti Immagine
  - + Waitress at gala dinners, work lunches, conferences and events

## HOBBIES

