
ANNA DELLA MURA



VIA GIOVANNI AMENDOLA, 34, MAIORI (SA), 84010

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DRIVER LICENSE B

DATE OF BIRTH: 17 FEBRUARY 1987

NATIONALITY: ITALY

EMPLOYMENT HISTORY

CALL CENTER OPERATOR AT RÉSPEAK

NOVEMBER 2020 – PRESENT

- PLACED PHONE CALLS OFFERING CUSTOMERS HIGH QUALITY PRODUCTS AND SERVICES
- ANSWERED CUSTOMERS COMPLAINTS IN A PROFESSIONAL MANNER
- STRIVED TO MEET A DAILY SALES GOAL AS AN INDIVIDUAL AND A TEAM
- USE REBELNET AS CRRM TO PLACE PHONE CALLS
- USE SALESFORCE TO INSERT CONTRACTS
- CUSTOMER DATA COLLECTION

GROUND HOSTESS FOR CITY SIGHTSEEING NAPOLI

APRIL 2017 - OCTOBER 2019

- PROVIDED OPTIMAL CUSTOMER SERVICE TO CLIENTS.
- EFFECTIVELY COMMUNICATED WITH CLIENTS IN MULTIPLE LANGUAGES.
- TICKET SALES
- HANDLED CASH TRANSACTIONS.
- PROMOTION OF COMPANY'S TOUR
- SEATS RESERVATION MANAGEMENT
- CONTRAST RESOLUTIONS
- FUNCTIONED COLLABORATIVELY WITH VARIOUS PARTNERS.
- WORKED WELL INDEPENDENTLY AND ON A TEAM TO SOLVE PROBLEMS.
- UTILIZED STRONG DECISION-MAKING AND PROBLEM-SOLVING SKILLS.

HOSTESS FOR FONDAZIONE RAVELLO

JUNE 2019 - SEPTEMBER 2020

- WELCOME GUESTS UPON THEIR ARRIVAL AND ASSIGNED SEATS.
- TICKETS CONTROL

- AUDIENCE CONTROL
- WORKED WITH SENIOR EXECUTIVES TO DEVELOP PROBLEM-SOLVING STRATEGIES.

INFO-POINT MANAGER FOR COMUNE DI MAIORI

JUNE 2016 – SEPTEMBER 2016

- PROVIDED OPTIMAL CUSTOMER SERVICE TO TOURISTS.
- EFFECTIVELY COMMUNICATED WITH TOURISTS IN MULTIPLE LANGUAGES.

- BROUGHT FORTH ADVANCED VERBAL AND WRITTEN COMMUNICATION SKILLS.
- SERVED AS A FRIENDLY AND HELPFUL POINT OF CONTACT IN THE AREA
- GREETED TOURISTS AND PROVIDED THEM WITH INFORMATIONS ON PUBLIC TRANSPORTATION, PLACES TO VISIT, BAR AND RESTAURANTS, EVENTS PLANNED IN THE TOWN.
- MADE RESERVATIONS FOR TOURS ORGANIZED BY LOCAL TRAVEL AGENCY

VOLUNTEER OF SERVIZIO CIVILE NAZIONALE AT COMUNE DI MAIORI
 SEPTEMBER 2015 – SEPTEMBER 2016

- SERVED AS A FRIENDLY AND HELPFUL FIRST POINT OF CONTACT IN THE CITY HALL FRONT OFFICE.
- MANAGED TELEPHONE AND EMAIL COMMUNICATION SYSTEMS WITH ACCURACY.
- CITY HALL SOCIAL MEDIA MANAGER
- CITY HALL LIBRARY MANAGEMENT
- EVENTS PLANNER

RECEPTIONIST AT IL FARO B&B
 JANUARY 2014 – NOVEMBER 2015

- WELCOME GUESTS UPON THEIR ARRIVAL AND ASSIGNED ROOMS.
- MANAGED ONLINE AND PHONE RESERVATIONS.
- RESPONDED TO GUEST REQUESTS FOR SPECIAL ARRANGEMENTS OR SERVICES, SUCH AS TRANSPORTATION ARRANGEMENTS AND RESERVATIONS.

EDUCATION

HIGH SCHOOL GRADUATE FROM LICEO CLASSICO E.MARINI, AMALFI (SA)
 SEPTEMBER 2001 – JUNE 2006
 CLASSICAL STUDIES

COURSES

ADMINISTRATION AND ACCOUNTING

MAY 2020 – JUNE 2020

ENTE DI FORMAZIONE ASFORIT (PROJECT NUMBER 090PROTD2015367)

- ITALIAN TAX SYSTEM
- DOUBLE ENTRY

- GENERAL ACCOUNTING
- LABOR LAW
- ITALIAN NATIONAL WORK CONTRACTS
- PAYROLL
- PERSONNEL OFFICE DUTIES

HOTEL FRONT OFFICE

JULY 2020 – AUGUST 2020

ENTE DI FORMAZIONE NEW PEOPLE TEAM (PROJECT NUMBER 056PROTD2021534)

- TYPE OF ACCOMODATION FACILITY
- REVENUE
- SOFTWARE 5*STELE
- WEB MARKETING
- PROBLEM SOLVING
- HOW TO HANDLE OVER-BOOKING

LANGUAGES

- ITALIAN NATIVE SPEAKER
- ENGLISH HIGHLY PROFICIENT
- SPANISH VERY GOOD COMMAND

SKILLS

- WINDOWS XP/VISTA/7/10
- SUITE OFFICE
- SEARCH ENGINE
- SOCIAL MEDIA MANAGER
- WEB BROWSER AND MAILING SERVICES
- CUSTOMER CARE
- MULTITASKING
- TEAM WORKING
- WORKING UNDER PRESSURE
- HANDLE STRESS SITUATION

OTHER SKILLS

- PUBLIC SPEAKING
- COMMUNICATION SKILLS
- ORGANIZATION SKILLS
- KIND AND EMPATHIC
- EAGER TO LEARN