



CONTACT

+39 338 203 31 29
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PROFILE

Hospitality professional with over two years in Ro-Pax and Cruise-Ferry operations, experienced in front office, guest services, and complaint handling. Highly customer-focused, proactive and adaptable, plurilingual with public speaking skills, thriving in multicultural, fast-paced and high-pressure environments.

CERTIFICATIONS

- STCW Basic Safety Training
- Passenger Ship Training
- Security Duties
- HACCP Certification
- Seaman's Book

IT SKILLS

- MS Office, PMS, Email, other onboard tools
- ECDL Certification - Digital Marketing (Specialized Level)
- Digital native, rapid learning of new software

LANGUAGES

- Italian - Native Speaker
- English - Fluent
- Spanish - Fluent
- French - Intermediate

Davide Caronna

Hospitality Professional

EDUCATION

Istituto Tecnico per il Turismo Mario Rutelli - Palermo
High school qualification in tourism - 2017

ONBOARD EXPERIENCE

Assistant Purser | Grimaldi Lines
August 2023 - October 2025

Promoted through increasing levels of responsibility within the Hotel Department during five contracts across the fleet (*Ciudad De Soller, Cruise Bonaria, Europalink, Cruise Barcelona*).

- Mass-Volume Operations: Managed front-office operations for large-scale vessels with 3,000+ passengers.
- Leadership Support: Assisted the Hotel Manager in staff organization and cross-departmental communication.
- Event and Group Management: Coordinated logistics and services for onboard events and large passenger groups.
- Problem Solving: Acted as the primary point of contact for resolving complex guest complaints.
- Financial Control: Executed night audits, cash desk reconciliations, accounting of the Front Desk and other revenue centers (Shops, Spa, Casino).
- Guest Services: Handled high-volume embarkation and disembarkation operations, reception and multilingual assistance to passengers, public announcements.
- Compliance: Monitored strict adherence to HACCP, workplace safety, and quality standards.
- Administration: Managed passenger lists, Lost & Found, crew documentation, time registers and other back-office operations.
- Staff Coordination: Supervised housekeeping and galley staff to ensure optimal service delivery.
- Revenue: Maximized onboard revenue through the sale of cabins and other services (wi-fi, restaurant packages, luggage deposit and more).

References available upon request.

*I declare that the information provided in this CV is true and accurate as per DPR 445/2000.
I authorize the processing of my personal data (GDPR - EU Reg. 2016/679).*

