



# 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, Europolink, 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).

## CONTACT

☎ +39 338 203 31 29

✉ [davide.caronna@outlook.it](mailto:davide.caronna@outlook.it)

## 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

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).*

