

# ROSARIA LA GROTTERIA

+39 3791472189 · [rosarialg@hotmail.it](mailto:rosarialg@hotmail.it) · [Profilo LinkedIn](#)

Vibo Valentia Marina (VV) - 89900

---

## HR | PROJECT COORDINATOR

Experienced HR professional with a solid background in the operational and administrative coordination of international projects. I am responsible for the selection, assignment, and supervision of qualified inspectors and expeditors, providing them with operational instructions and ensuring timely execution of activities and reports. I manage contractual and accounting documentation with accuracy, including the verification of electronic invoices and compliance with payment terms. I am results-oriented, passionate about continuous learning, and always strive to maintain control over each task in an organized, efficient, and productive manner.

---

### KEY SKILLS

Personnel Management  
Planning and Organization  
Results Orientation

Problem Solving  
Effective Communication  
Operational Autonomy

Professional Ethics  
Continuous Learning  
Attention to Detail

---

## WORK EXPERIENCE

**RLSERVICES SRL** - *Vibo Valentia Marina, Italy*

**Project coordinator | HR**

**MAY 2021 – PRESENT**

I am in charge of selecting and assigning qualified personnel for specific activities, ensuring that work instructions are correctly followed and that all related documentation is properly handled. I coordinate inspectors and expeditors worldwide on behalf of RLSERVICES SRL, maintaining operational efficiency and timely submission of reports. I also supervise timesheets and manage the electronic invoicing process for all projects, ensuring smooth and accurate operations.

**CAFFÈ NERO** - *London, United Kingdom*

**Senior Store Manager | Future Center of Excellence**

**NOVEMBER 2017 – JULY 2020**

I was responsible for the complete management of a Super League Store, with a particular focus on recruiting and hiring new team members. I actively contributed to creating a dynamic, growth-oriented environment by fostering continuous training and skills development within the team. I led a large team and oversaw the planning of work shifts, vacations, leave, and absences using the Brian system, optimizing available resources to ensure efficient organization. I also initiated a training program aimed at achieving the status of "Center of Excellence" by reaching specific business objectives, managing costs, budgets, stock, and orders effectively, improving team performance, and significantly reducing turnover.

**CAFFÈ NERO** - *Reading, United Kingdom*

**Future Manager | Auditor**

**NOVEMBER 2016 – OCTOBER 2017**

I conducted surprise audits across various stores to evaluate compliance with both internal standards, such as uniforms and maintenance, and external ones, such as visual merchandising and health & safety records. As a certified "Maestro," I was responsible for continuous training and personalized coaching of new employees, consistently encouraging them to achieve excellence. I was also selected to serve as a judge in several international annual competitions.

**CAFFÈ NERO** - *London, United Kingdom*  
**Assistant Store Manager | Barista of the Year**

**OCTOBER 2015 – OCTOBER 2016**

As Assistant Store Manager, I successfully oversaw daily store operations, including opening, closing, and sales supervision, while maintaining a strong focus on enhancing customer service. I actively contributed to the management of the P&L by analyzing costs and revenues to optimize profitability. I also developed and presented monthly business reviews, providing in-depth performance analysis. I conducted regular team evaluations, promoting professional development through targeted feedback and continuous support.

*Winner of the "Barista of the Year" award for excellence in drink preparation, service quality, and customer care.*

**VALTUR** - *San Martino di Castrozza, Italy*  
**Front office Manager**

**MAY 2015 – SEPTEMBER 2015**

As Front Office Manager at Hotel Majestic, I led the front office team, managing shift planning and training new staff members. I supervised daily operations and closely collaborated with housekeeping, maintenance, kitchen, and restaurant departments to ensure a seamless guest experience. I handled customer requests and complaints, implemented service improvement strategies, and analyzed guest feedback. Additionally, I managed the front office budget and controlled operational expenses. I regularly assessed staff performance to maintain high-quality service standards.

**VALTUR** - *San Martino di Castrozza, Italy*  
**Front office Manager**

**MAY 2014 – SEPTEMBER 2014**

In this role at Hotel Cimone, I supported and coordinated the staff in managing daily activities. I oversaw check-in and check-out procedures to ensure fast and accurate service and handled group and individual bookings. I worked with the management team to promote special offers and packages and was actively involved in training and mentoring junior staff members.

**HOTEL CLUB ESPLENDIDO CALIMERA** - *Gran Canaria, Spain*  
**Assistant Front Office Manager**

**JANUARY 2014 – MARCH 2014**

My main responsibilities included guest assistance throughout their stay, providing tourist information, and handling complaints. I coordinated housekeeping to ensure rooms were ready on time and oversaw operations in the kitchen, entertainment, and pool areas. I managed payments and invoicing, organized special events, and supervised concierge services such as restaurant bookings, excursions, and transport arrangements. I also coordinated laundry, room service, and recreational activities like fitness classes and guided tours.

**OROVACANZE S.R.L.** - *San Martino di Castrozza, Italy*  
**Assistant Front Office Manager**

**MAY 2013 – SEPTEMBER 2013**

During this experience, I managed bookings via phone, email, and platforms like booking.com. I welcomed guests upon arrival, providing detailed information about hotel services and local attractions. Throughout their stay, I resolved complaints efficiently to ensure guest satisfaction. At departure, I handled invoice processing, deposits, and payments, maintaining accurate records to support effective front office operations.

## EDUCATION AND TRAINING

### BACHELOR'S DEGREE IN EDUCATION SCIENCES (L-19)

*Università degli Studi Guglielmo Marconi*

PLANNED ENROLMENT: SEPT 2025

### MASTER'S DEGREE IN PAYROLL AND CONTRIBUTIONS SPECIALIST

*Università Nicolò Cusano*

2023 - 2024

- Management, contractual, and administrative aspects
- Employment procedures and compulsory registers
- Payroll calculation for both employees and employers
- Wages: regulations and types
- Social security contributions
- Compensation during non-working periods
- Monthly and annual tax obligations
- Severance pay and supplementary pension schemes

**Thesis:** *"The Strategic Role of Human Resources: Innovation and Talent Management in Modern Organizations"*

### DIGITAL HR COURSE

*Accademia Domani*

DEC 2024

### HUMAN RESOURCES MANAGER COURSE

*Accademia Domani*

OCT 2024

### PRACTICAL ACCOUNTING COURSE

*Accademia Domani*

JUN 2024

### ADMINISTRATIVE SECRETARY COURSE

*Accademia Domani*

JUN 2021

### GENERAL ACCOUNTING

*Accademia Domani*

JUN 2021

### BUSINESS ENGLISH COURSE

*Accademia Domani*

JUN 2021

### MASTER'S DEGREE IN FRONT OFFICE MANAGEMENT

*Safia ELIS*

OCT 2013 - DEC 2013

- Reservations management, customer service, and complaint handling
- MICE events (Meetings, Incentives, Conferences, Events)
- Marketing and web marketing
- GDS software (Galileo, Amadeus), PMS software (Fidelio, Opera)
- Business English, housekeeping, food & beverage, HACCP certification

### DIPLOMA IN TOURISM SERVICES

*IPSEOA Enrico Gagliardi*

SEPT 2008 - JUL 2013