

Luca De Cesare

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SUMMARY OF SKILLS:

- Results driven, energetic and highly organised. Dynamic and ambitious. Outgoing personality
- Excellent time-management skills and the ability to work independently
- Excellent communication and negotiation skills.
- Fast learner and "Can do" aptitude with strong multi-tasking and problem resolution abilities
- Good team worker and decision maker. Predisposition to work in contact with people
- Excellent knowledge of Html, Css(bootstrap), JavaScrip(Vue), Php(Laravel), Microsoft Office products, Windows and Mac OS
- Fluent in English

WORK EXPERIENCE

July 2022 - Now

Global Learning Operation Expert,
ELI LILLY CORK, IRELAND

Achievements: *Assisting and supporting company affiliate to create receive and complete training in compliance with company policy on a global scale.*

- *Creation, modification and deactivation of courses.*
- *Modification of affiliate learning plans including courses Due date and Credits.*
- *Creation and modification of classes.*
- *Affiliate support through email and meeting to ensure training compliance on a global scale.*

April 2022 – July 2022

Sales and Customer Service Associate (English and Italian Markets),
MARRIOTT CORK, IRELAND

Achievements: *Assisting and supporting customer with daily duties and requests in order to improve their Marriott experience . Working on Customers' issues and questions. Managing customers in order to book Marriott hotels.*

- Process all reservation requests, changes, and cancellations received by phone, fax, or mail. Identify guest reservation needs and determine appropriate room type.
- Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers. Accommodate and document special requests.
- Answer questions about property facilities/services and room accommodations. Follow sales techniques to maximise revenue.
- Input and access data in reservation system.

EDUCATION

2021-2021

Aulab Srl • Bari, Italy

Web development course, with focus on html, css, js and php. Used frameworks: Bootstrap for css, Laravel for Php, Vue for Javascript.

2014-2020

Scientific high school Margherita Hack. (71/100)

ADDRESS

North Main Street 99 - Cork City

LANGUAGES

Italiano (Native speaker)

Inglese (Fluent)