

CLARA GILI

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Personal Profile

I am a polyglot (English, Italian, French, Spanish) driven and dynamic professional, who always aims for the best results. I have accumulated experience in various sectors and I can adapt to any business environment. I am creative with a talent for thinking outside the box and coming up with innovative ideas and solutions with a practical and logical approach. I pride myself on my interpersonal and communication skills which I have developed in various languages

Technical and Language Skills

- English and Italian Native/Bilingual
- French - C1 (Advanced)
- Spanish - B1 (Intermediate)
- Office Software (Microsoft Word, Outlook, Excel and PowerPoint)
- Operating Systems (Mac and Windows)
- Conference Calling Software (Teams, Skype and Zoom)
- Cloud-base Software (SAP, SAGE, Salesforce)
- Social Media

Soft Skills

- Adaptability
- Integrity and Dependability
- Excellent interpersonal and communication
- Strong relationship building ethic
- Teamwork, Independence and Initiative
- Analytical and logical reasoning
- Creativity and innovation
- Problem-solving and critical thinking
- Organisational and multitasking
- Leadership

Achievements

- Managed three major suppliers in Italy, Spain and England at New Heights Ltd and Interbuild
- Built and maintained relationships with clients, suppliers, freight companies and third parties in all roles
- Reinvented the entire order procedure at Zeus Technology, Ltd.
- Achieved MBOs measured by revenue and cash targets at Zeus Technology Ltd.
- Improved company takings of an underperforming range at New Heights Ltd.
- Delivered a personally devised training program nationwide to large groups and individuals at New Heights Ltd.
- Reinvented and improved the company contracting and payment collection procedure at Verifone Ltd.
- Set up and developed my own business as Business Development Trainer/Co-ordinator in Paris, France

Career Profile

Facilities Coordinator, Contract, **01/2023 - Present**
Acacia Facilities Management Ltd , AXA Insurance dac, Dublin

Receptionist and Facilities Assistant, Contract, **10/2022 - 01/2023**
Acacia Facilities Management Ltd , AmTrust International, Dublin

Multilingual B2C Order Management Specialist, Bvlgari, Contract **07/2022 - 09/2022**
Dublin

- Processing orders by updating inventory levels and pricing using SAP
- Identifying and assessing clients' needs to achieve satisfaction
- Building sustainable relationships and trust with customer accounts through open and interactive communication
- Addressing customer concerns regarding shipping delays or damaged goods and contacting them directly to resolve any issues related to their orders
- Monitoring order status to ensure that it is progressing as expected
- Issuing invoices and credit notes using SAP
- Liaise with warehouse to ensure orders are delivered within the agreed time frame
- Collaborating daily with Purchasing agents and accounts payable to resolve data and validation errors and PO discrepancies that prevent receipt of merchandise
- Analysing and improving processes to consistently improve accuracy and efficiency

**Business Development Trainer/Co-ordinator, Self-Employed
Capital Formations and Académie de Paris, Paris**

09/2015 - 06/2022

- Qualifying and converting leads and referrals to build my own contact database
- Aiding and developing long term relationships with both clients and business partners
- Analysing the language proficiency of clients and advising them on the teaching methods most suitable to their individual requirements
- Preparing clients for business meetings in English, helping them to overcome culture differences
- Aiding and developing long term client relationships, delivering high standard
- Creating and providing students with best-in-class and tailor-made online and in person one-to-one lessons
- Delivering and maintaining the highest level of professionalism to a high revenue client portfolio (Hermès, Chloé, BPI Banque, BETC, Van Cleef & Arpels)

Bilingual Office Manager, Interbuild Ltd, Gibraltar/Spain

11/2013 - 04/2015

- Reviewing, preparing and routing purchase orders
- Ensuring the safe and timely pick-up of shipments and delivery
- Liaising and negotiating with suppliers and freight companies
- Establishing and maintaining strong relationships with suppliers and third parties
- Ensuring payment for goods and services is received and transactions are processed and recorded
- Identifying and resolving issues impeding payments and fluent account activity
- Resolving all claims in the most efficient and timely manner
- Recruiting and training new staff members

Receptionist/Reservations Manager, Hotel Caleta, Gibraltar

09/2012 - 10/2013

- Greeting all guests and assisting them with check-in and check-out
- Assisting, advising and making reservations for customers based on their various requirements and budgetary allowances
- Liaising with suppliers and catering services to support and assist the Event Manager
- Responding to all guest questions and requests by maintaining a professional and friendly demeanour at all time

Operations Administrator, VeriFone Inc. Media, London

04/2011 - 08/2012

- Facilitating the prompt, effective resolution of all payment related issues
- Ensuring contracting and invoicing takes place efficiently
- Liaising with Finance Directors to resolve incidents efficiently
- Receiving and verifying invoices to ensure they follow company policies and procedures
- Raising purchase orders requests to authorise payments

**Administrator, Zeus Technology Ltd., Cambridge
(acquired by & operating under Riverbed since July 2011)**

04/2008 - 01/2011

- Acting as the main point of contact for existing customers and business partners, as well as colleagues for both procedures and product queries
- Liaising with business partners to discuss options and solve problems concerning customers and company procedures with colleagues and directors
- Attending to visual detail, assessing and evaluating my own work - to manage an unsupervised role and ensure accurate final results
- Supporting the Finance Team with raising invoices and collecting due payments as well as the Finance Director with compiling and analysing figures and statistics reports, drafting partners agreements and solving payment issues
- Supporting the Technical and Development Team in documenting customers' feedback and monitoring product functionality and customer account activities

Store Manager, New Heights Ltd, Cambridge

06/2004 - 03/2008

- Ensuring staff give the highest level of customer service as well as monitoring the financial performance of the store
- Ensuring accuracy in purchasing the correct amount of goods from suppliers to prevent issues and delays
- Building and maintaining excellent relationships with suppliers and customers
- Monitoring shipments and arranging deliveries with freight companies
- Recruiting, training and monitoring the performance of new staff members

Education & Qualifications

Ministère de la Culture, Langue

- LILATE (Français FLE professionnel) - C1

August 2021

I-To-I Ltd.

- TEFL (Teaching English as a Foreign Language) - Qualified

December 2010

Cambridge University Press

- IELTS (International English Language Test System) - C2

September 2010

Valentino Bossi College,

- Tourism and Hospitality, NVQ Level 3

June 2000

Interests & Hobbies

In my spare time I enjoy writing and photography. I also like developing my foreign language skills and taking part in horse-riding and martial art classes

References Available On Request