

Filippo Ciucciomei

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Current role	Head of Guest Experience & Revenue at Flyp
Experience	Property, Hospitality, Travel, Sustainability, Delivery
Technologies	SQL, Looker, Google Sheets, MySQL, BigQuery, Zapier, Dialpad, Notion, Freshdesk, Slack, iOS, Salesforce, Trello, Aircall

Right now I'm learning...

Python, JavaScript, SQL - I am always curious about technologies and find ways to automate tasks.

Work experience

Head of Guest Experience & Revenue, Flyp

Jul 2023 - Present (2y 6m)

Restyle, short-lets and sale. All in one place
Property · Hospitality · Travel

SQL Looker Google Sheets MySQL BigQuery Zapier Dialpad Notion

- Directed the company-wide migration to a new end-to-end property management platform, replacing fragmented legacy systems across Customer Experience, Revenue, Finance, Operations, and Client Success. Scoped and ran a discovery phase with stakeholders to capture business-critical use cases, challenged legacy processes, and oversaw a phased implementation. The migration streamlined operations and workflows, reduced manual intervention across departments, and established a single integrated system for key business functions.
- Identified revenue losses caused by slow and poor-quality property onboarding, where delays and early negative reviews reduced occupancy and suppressed long-term performance. Developed dashboards to evidence financial impact and secure stakeholder engagement, while coordinating a cross-department effort and defining minimum required standards across Design, Onboarding, Client Success and Operations. Within a year of this project, these changes reduced launch delays, lifted average first-stay review scores from 3.4/5 to 4.2/5, and accelerated revenue growth by ensuring properties reached full earning potential faster.
- Redesigned the revenue management model by shifting from broad, static pricing to a dynamic, granular, and data-driven approach. Built SQL queries and Looker Studio dashboards to analyse performance by property location, size, value, and contract type. I created the required dashboards needed to make the analysis dynamic and user friendly. This enabled setting accurate starting rates for new onboarded homes based on historic data, improved seasonality forecasting, and supported bulk pricing adjustments to maximise revenue and occupancy across the portfolio.

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Looker Google Sheets MySQL BigQuery Zapier Freshdesk Dialpad Slack

- Led product development of the in-house Property Management System to make it a more coherent and user-friendly tool. I scoped a discovery phase and conducted extensive user research to understand the needs of all end users, then worked closely with developers to translate requirements into actionable features. I collaborated with stakeholders to review existing functions, remove duplicates or obsolete workflows, and design new functionalities to streamline operations. I oversaw iterative development and continuous improvement of the system, using feedback and metrics to guide enhancements and ensure it evolved specifically to meet end-user needs.
- Reorganised, professionalised, and scaled the offshore support team of 15, which had operated without clear structure, roles, or KPIs. Introduced a functional division into Customer Experience, Operations, and Reservations, defined internal team structures (Team Leads / Team Agents), and set measurable KPIs for each group. This shift transformed a reactive, generalist workforce into specialised teams with clear accountability, improving customer service quality, enabling performance measurement, and creating capacity for proactive approach to the various issues.
- Defined the end-to-end customer journey and embedded it into company operations. Mapped each stage of the guest experience — from booking and payments through check-in, stay, issue resolution, and check-out — to identify pain points and service expectations. Established clear ownership of each touchpoint across Reservations, Customer Experience, and Operations. This created a shared standard for customer service, aligned internal teams around common goals, and improved accountability while reducing friction for guests.
- Streamlined repetitive tasks and reduced errors by implementing SQL-driven automations integrated with Zapier. Automated customer communications, internal reminders, and reporting, while introducing a feedback loop that prompted review requests to satisfied guests, improving public ratings and ensuring core responsibilities were consistently completed.
- Reviewed and optimised the company's ticketing and phone systems to improve efficiency and compatibility. Negotiated contracts and licence changes, consolidated platforms where possible, and implemented new functionality to streamline operations. These changes delivered around 20% cost savings per agent while improving team productivity and system reliability.

Looker iOS Google Sheets Salesforce Trello Aircall Slack

- Designed and implemented a structured onboarding programme and Single Source of Truth for a 40+ person offshore team in a highly seasonal environment. I scoped and developed an interactive training journey combining live sessions, self-paced modules, recorded content, quizzes, and roleplay exercises to ensure both knowledge retention and practical application. To embed consistency, I created supporting slide decks and established a centralised knowledge base that consolidated policies, processes, and FAQs into a single source of truth. This approach streamlined onboarding, provided new hires with tailored support at every stage, and enabled scalable, self-serve learning that reduced dependency on trainers over time.
- Designed and implemented a Customer Service Quality Assurance framework, introducing scorecards to measure and improve service standards across a 40+ person team. I created evaluation criteria to review randomised samples of calls and emails, assessing communication quality, tone, structure, problem-solving approach, and adherence to company processes. Monthly aggregated scores were combined with productivity metrics (volume of calls and emails handled) to provide a holistic view of agent performance. This system established clear quality benchmarks, enabled consistent monitoring, and created accountability by linking service standards directly to performance targets.

Senior Guest Support Executive, Houst

Jan 2020 - Aug 2021 (1y 7m)

Salesforce Aircall Slack

- Team Support: Supporting the whole team in the day-to-day tasks with targeted refreshing training, helping to stay up to date in a constantly evolving company.
- Coordination: Collaboration with other Operations Teams to deliver the best experience to every guest and host.
- Account Management: Managing a wide portfolio of properties, handling day-to-day issues, arranging maintenance, and discussing strategies to maximize income.
- Escalations: taking ownership of the most complex queries, and investigating issues with a solution-oriented mindset.
- Vetting and Payments: vetting guest's identity to avoid fraudulent reservations, handling payments through Stripe. Investigating and preventing disputes.

Guest Experience Executive, Airsorted

Jul 2019 - Jan 2021 (1y 6m)

Salesforce Aircall Slack

- Guest Support: email and phone support provided to international guests.
- Vetting and Payments: vetting guest's identity to avoid fraudulent reservations, handling payments through Stripe, investigating and preventing disputes.
- Claims: managing resolution claims against damages caused by guests.

Operations Specialist, Bike Messenger Cagliari

Jun 2016 - Mar 2018 (1y 9m)

Sustainability · Delivery

- Workflow Management: Capturing data from deliveries, identifying patterns to prevent issues, and implementing new operational solutions.
- Operations performance optimisation: managing a fleet of 3 to 6 couriers, supporting them to achieve the most efficient delivery plan.
- Customer Support: Email, live chat, and telephone support to customers, helping them to book our service, finding the best product in line with their needs, and sharing with them live updates on the delivery status.

Education

CodeInstitute

Oct 2025 - Mar 2026 (5m)

Bootcamp Full Stack Development for the AI Augmented Developer

- Python fundamentals (syntax, variables, data types, control flow)
- Introduction to Python for AI/ML (NumPy basics + beginner ML concepts)
- Web scraping and automation with Python
- Data analysis with Pandas
- SQL integration (leveraging your existing SQL knowledge)
- Functions, modular code, and best practices
- Object-Oriented Programming (classes, objects, inheritance)
- Data visualisation with Matplotlib
- Working with virtual environments and project structure
- Using Git & GitHub for version control and collaboration
- HTML
- CSS
- Bootstrap
- JavaScript
- Working with files, JSON, CSV and APIs

Università degli Studi di Cagliari

Oct 2014 - Nov 2017 (3y 1m)

Bachelor Degree Languages and Communication

Scuola Nazionale di Cinema Indipendente

Oct 2009 - Mar 2011 (1y 5m)

Undergraduate Degree Cinema

- Audio and Video editing
- Film script and production

Snippets

QuasiQuadro home décor ↗ [www.instagram.com](https://www.instagram.com/quasiquadro/)

I have worked on a side project of home decor production for a few years, setting up a small workshop for custom made lamps and concrete objects.

More about me

I'm looking to move roles because...

I am on the look for a career progression, I think after 5+ years in the Property Management industry I am ready to explore new fields where I can bring my expertise and keep learning new skills.

Interests

Cycling,
Bike-packing and adventures,
Outdoor,
Music,
Cinema and Video Art

Right now I'm learning...

Python, JavaScript, SQL - I am always curious about technologies and find ways to automate tasks.

Languages

English, Italian