

A reliable, creative, energetic young professional certified in event/hospitality industry. Passionate about hospitality, digital technology application, and customer experience management. Enthusiastic to acquire responsibility, proficient in operations management and inclined to leadership as manifested by rapid progression from support to executive roles.

CORE COMPETENCIES

- Corporate Event Planning ▪ Event Concept Design ▪ Event Operation ▪ Sourcing and Negotiation ▪ Customer Orientation
▪ Supplier Management ▪ Operational Team Leadership ▪ Resource Planning and Selection ▪ Coaching ▪ Budgeting ▪ Cross-Cultural Engagement ▪ Multiple Languages ▪ Problem Solving ▪ Project Management ▪

KEY SKILLS & ACHIEVEMENTS

▪ Customer Experience Management

Operated multiple incentives on behalf of Microsoft MEA to Dublin and Amsterdam for the Microsoft partners of the MEA region. These events represent an extension of Microsoft MEA's PR arm delegated to my employer, the logistics of which I was tasked with. I focused on the task aiming at optimizing the overall end-customers' experience. Following several successful executions and positive feedback, Microsoft MEA requested that I be the direct point of contact and primary person responsible for these recurring events.

▪ Supplier Management, Problem Solving

Microsoft EMEA had engaged my employer to operate two separate events for different departments. One of the two events, Microsoft CDS EMEA, did not include a dedicated team member to fly to Amsterdam from Dubai to oversee the operations in the event budget. I was in Amsterdam on the same dates to operate an incentive for Microsoft MEA HQ, when I was made aware that the ground transportation arrangements previously made for the CDS EMEA group by one of my colleagues had failed to appear at the client pick-up spot. Upon learning this, I was able to leverage my network of suppliers and provide reliable ground transportation without the client being aware of a service crisis.

PROFESSIONAL EXPERIENCE

Workand FZ LLC

Aug.2020 – PresentCo-Founder, COO

- Business concept, budget, and plan creation
- Team acquisition and management
- Technology sourcing
- Market analysis
- Client scouting
- Project Management

Evo Event DMCC

Aug.2018 – Aug.2020Operations Support, then Project Assistant, then Project Executive

- Event concept creation and execution
- Team coordination
- Logistics for event management team
- Quality Assessment prior to event
- Direct communication with client
- Staffing management for event operations
- Supplier management
- Sourcing and budgeting

Various

Nov.2015 – Jun.2018Student part time staff at Madinat Jumeirah, Flash Entertainment and various.

- Part time work experience in the F&B industry: Waiting, Bartending, Event staff for on-site catering.

ACADEMIC QUALIFICATIONS

Bachelor Of Business Administration In International Hospitality Management (BBA)**Graduated 2018**

- The Emirates Academy of Hospitality Management

LANGUAGES

Italian - native speaker, **English** – fluent speaker, **Mandarin Chinese** - intermediate oral / basic written