



## PERSONAL BACKGROUND

I am a motivated and experienced professional with a bachelor's degree in Science for International Communication and a background in hospitality and customer service.

Working for more than 10 years in the tourism industry, I've recently concluded my working collaboration with an international online travel agency, working as a Customer Experience Specialist and promoted within 5 months due to strong performance and organizational impact.

I have a clear, logical mind with a practical approach to problem-solving. I'm curious and always willing to learn: I like to try new things and have ideas to challenge the status quo. I'm not afraid of mistakes and roll up my sleeves to make things happen.

## SKILLS

- Communication and negotiation
- Sales and marketing operations
- Troubleshooting
- Multitasking
- Teamwork
- Time management
- Emotional intelligence
- Organization

## EDUCATION

### University of Catania

Bachelor's degree in Science for international communication

(Languages spoken: Italian, English, Spanish, French)

### Cervantes Institute

Spanish Language Diploma - Intermediate Level - B2

## GET IN TOUCH WITH ME

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# MARIA PITTÀ

Tourism / Customer Service

## WORK EXPERIENCES

### Specialized Support Team

Agoda International Hungary Kft - Futó utca 34-36, Corvin Center

Budapest, Hungary

March 2020 - July 2021

- Dedicated L2 agent assigned to handle specialized procedures
- Handle partner/supplier's requests, supporting the Italian, English and Spanish market
- Mentoring session for junior agents

### Customer Experience Specialist

Agoda International Hungary Kft - Eiffel Square Office Building B, Teréz krt. 55 -

Budapest, Hungary

Oct 2019 - March 2020

- Deliver excellent customer service and manage the customer's needs (guests and partners)
- Understand and deliver business strategies and improve customer services through the execution of self-service
- Accountable for meeting individual and team goals (KPIs)
- Continuously identify work process improvements and communicate to Team Leaders and (or) Managers.
- Programmes used: Genesys, Athena, Sharepoint

### Receptionist & Back office executive

Suite Inn srl - Via Vittorio Emanuele II 108 - Catania, Italy

Nov 2014 - Sept 2019

- Responsible for all the operations of front and back-office: welcoming guests, dealing with reservations by phone and emails, manage online travel agencies Extranets, manage prices and availability using channel manager Hotelbb.
- Web marketing operations: web and competitor analysis using Google Analytics, SEO operations, editing website content using CSM Joomla platform, managing social platforms content (Facebook, Twitter, Pinterest, Instagram, Foursquare).

### Receptionist & Guest Relations

Mezzoroma restaurant - 66 Walm Ln, Willesden - London, UK

Nov 2013 - May 2014

- Welcoming guests and handle their requests
- Take reservations by phone and emails
- Managing food orders through dedicated software
- Cashiering operations

### Receptionist

Catania City Center - Via Naumachia 103 - Catania, Italy

Jun 2010 - Nov 2013

- Front and back-office operations: welcoming guests, dealing with reservations by phone and emails, managing online travel agencies extranet, respond to customers' reviews, accounting operations
- Responsible to create contents for social media platforms

### Excursions & Tour Organizer

Etna Experience - Piazza Federico di Svevia 32 - Catania, Italy

Jan 2013 - Jun 2014

- In charge of organizing excursions around Sicily.
- Managing reservations by phone and e-mails, coordinating tour guides according to guests' requests.
- To be the point of contact for travel agencies and hotels