

[REDACTED]

Madrid, España

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## Professional Summary

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Self-motivated, fast learner and social media whizz, graduated in BA Hons Business from the University of Brighton, with consistent exceptionally high grades each year. Results-focused with a customer-centric attitude to marketing, with a knack for graphic design. Seeking to embark on a challenging and exciting career within digital marketing and e-commerce.

## Skills Highlight

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- Strong proficiency in IT, MS Office, Google Analytics, and Adobe Photoshop
- Social media management (Facebook, Twitter, Instagram, WhatsApp)
- Creating company branding that boosts sales
- Interest in following consumer trends
- Genuine passion for customer service
- Flexible, proactive and enthusiastic team-player
- People management
- Problem-solver with a positive can-do approach
- Strong organisational and time management skills
- Working well under pressure to meet deadlines in a fast-paced environment
- Fast learner
- Sharp attention to detail and accuracy
- Excellent written and verbal communication skills
- Bilingual (English and Italian)

## Education

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**BA Hons Business** | University of Brighton (2016-2019)

82% (1st class) in first year, 68% (2.1 class) in second year, 61% (2.1 class) in third year, 78% in final year

**A-Levels:** Business Studies (A) ICT (A) Italian (B) | Harris Academy (2013-2015)

## Experience

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### **Assistant Manager | Enterprise Rent A car**

***September 2021 – January 2024***

- Started as a Management Trainee in 2021
- Highest performance In sales in 2022 in the group U1.
- Promoted to first assistant manager Role in Clacton on sea, growing the Fleet from 90 Rentable vehicles into 140 within 9 Months
- Promoted to second Assistant Manager role In Colchester 4<sup>th</sup> biggest branch in the UK with a fleet of 350 vehicle
- Expert in Fleet handling and utilizations whilst maintaining strict time tasks.
- Handling customer issues and resolution with professionalism and care
- Reasonable for building relationship with local corporate account and growth of the business

### **Digital Marketer | Dessert on Wheels**

***April 2020- August 2021***

- Managed and designed menus and branding, including the exterior of two ice cream vans from scratch.
- Launched and manned the company's Facebook page and business WhatsApp, which resulted in 2k Facebook likes, 600 orders in 4 months, and an estimated turnover of £50k
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### **Sales Assistant | Sports Direct**

***Nov 2019-March 2020***

### **Event Catering | Fourvitos & Sons (family-run company with 15 ice cream and 10 coffee trailers)**

***Feb 2013 – Aug 2019***

- Travelled to different venues across the UK and France, setting up food stalls at venues
- Changed the entire menu for a pizza van and sourced the freshest ingredients for a truly authentic taste
- Designed the menu within 2 days using Adobe Photoshop
- Resolved customer complaints regarding food quality, i.e, if the food was not heated enough due to them being precooked, I would appease the customer by offering them compensation in the form of vouchers, refunds, or other stalls
- Received excellent positive feedback from customers and my manager, and ensured customer service was of a high standard for each stall during the event
- Managed between 5-70 staff, depending on the event (on an average about 35) staff and giving orders