

Francesco Pagnotto

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Personal profile

I'm a trustworthy employee with more than 4 years experience in a fast-paced environment sale industry, B2B and B2C, able to achieve and even exceed targets focusing on tasks given as solo or in a teamwork.

I personally describe myself as a positive person always looking at glass half full with the ability to quick learn and opened to different way to improve my knowledge.

I've a good capacity to understand the client's requirements in order to provide the best-suited product or service creating a solid and long-lasting relationships.

Capable of working well under pressure, excellent problem solver with high attention to detail.

I've been leaving in UK since 2014 with indefinite leave to remain.

Core skills

- Negotiating skills.
- Leadership
- Strong communication skills – including both verbal and written.
- Analytical mind.
- Out of the box thinker
- Full driving licence, no penalty points

Professional work experience

09/2020 – Present **Vero Moderno, Salford**
General Manager

Key responsibilities

- Manage large scale of private events and at same time provide a nice experience to the costumers
- In touch with contractors to fix, adjust or improve decoration of the venue
- Managed and coordinated staff to ensure that all guests received excellent service and satisfaction
- FOH recruiter (waiters and managers)
- New strategies to increase revenue with deal during quite period of the day
- Making sure Fire Risk assessment and Health and Safety regulations are in placed and followed with regular training
- High KPI's levels based on Google reviews, spend per head, complaints, labour cost ratio, average table occupancy and employee turn over.

02/2020-09/2020 **Department for Work and Pensions (DWP) -Temporary contract**
Universal Credit Adviser

Key responsibilities

- Working from home keeping high standard of efficiency
- Nominated multiple times top weekly performer
- Responding to general queries maximising time efficiency

05/2018-02/2020 **Piccolino, Stockton Heath**
Assistant General Manager

Key responsibilities

- Banking reconciliation
- Record expenses in the banking system (Excel)
- Organise private events hosting Weddings, Birthdays and Baby showers
- In charge to report and chasing the maintenance team in order to fix any type of problems related to the venue (electrician, plumber, gas engineer, gardener etc...)
- Increasing staff effectiveness by recruiting, selecting and training.
- Keep safe, secure, and healthy facility environment by establishing following health and legal regulations
- Managed a team of 20+ hospitality professionals and maintained a high level of customer satisfaction

10/2017-04/2018

Boots, Manchester Airport
Shop Assistant/Supervisor
(In just 3 months I've been promoted as Supervisor)

Key responsibilities

- Train new staff with high standard of efficiency
- Checking in deliveries to reduce errors on invoices or miss items
- Place orders in order to reduce products not available
- Check fridge temperatures to reduce food wastage
- Provide high standard of costumer service
- Follow Safety rules since the job was based in the Manchester Airport

01/2016-08/2017

Chesters Hotel *, Trafford**
Assistant Restaurant Manager

Key responsibilities

- Report to General Manager
- Keep safe, secure, and healthy facility environment by establishing following health and legal regulations
- Managed a team of 10+ hospitality professionals and maintained a high level of customer satisfaction
- Stock control
- High cleaning audit standard to reduce food contamination

10/2014-12/2015

San Carlo, Manchester
Waiter/Supervisor
(In 6 months time promoted Supervisor)

10/2012-08/2014

Antonio Sada & Sons S.P.A., Pontecagnano-Faiano Salerno, Italy
Sales Representative (Packaging company)

Key responsibilities

- I have been responsible for increasing incoming client enquirers for our B2B product lines by 80% in under 12 months, which helped the business increase its revenue.
- Create and maintain a solid and long-lasting relationships with Business partners
- Promoting products and brand values
- Representing the brand at events and marketing activities
- Research market and related products
- Present the product or service favorably and in a structured professional way face-to-face.
- Excellent communication and interpersonal skills

07/2010-09/2012

Galdieri Auto, Salerno, Italy
Part sales executive (Car parts)

Key responsibilities

- High standard of admin and paperwork
- Excellent organisation and diary management skill
- Handling enquires via email, phone calls and live chat
- When a sale has been completed trying to up sell extra services
- Manage large orders of parts with Nationwide accounts
- After sale service in order to create a friendship with clients that goes over the single sale
- Proficient with Office
- Ensure that the information on the internal accounting system is accurate and up to date

Education and qualifications

- **College Diploma (Equivalent of AAT level 4 in Accounting) – Istituto Tecnico Commerciale Antonio Genovi, Salerno – 2005/2010**
Accountant, commerce expert and programmer

IT Skills and Languages

Competent with MS Office (Word, Excel, PowerPoint, Access, Outlook).

Good English/Italian Mother Tongue

Interests

I love to travel and come into contact with different cultures. I enjoy going jogging and playing football.

I love listening to music.

References available on request
