

SILVIA SAONCELLA

SUMMARY

Client-focused and organized professional with advanced degree and diverse experience, within diverse environments, in customer service, business management and project coordination. Collaborative communicator to quickly build relationships with both clients and business audiences. Goal-driven leader mindset never tired of improving, learning, and traveling.

EXPERIENCE

Traveling Interpreter, 01/2010 - Current

UNIKA SRL - WORLDWIDE

- Translated written texts from one language to another accurately and efficiently.
- Maintained confidentiality regarding all interpreted information while adhering to professional standards of ethics.
- Delivered real-time, accurate oral translations and interpretations for clients.
- Provided simultaneous translation services for conferences, meetings, seminars and interviews.

Front Desk Supervisor, 04/2022 - 04/2023

The Dalmar and Element, a Tribute Portfolio H - FL, USA

- training associates on front desk operations and customer service techniques, coordinate work flow among departments, planning, assigning and directing work, and conducting meetings
- Resolved customer complaints in a timely manner by providing assistance or referring them to the correct personnel.
- Updated room availability status for front office system and property management software system.
- Reviewed safety, health and sanitation processes throughout areas and enforced rules to promote security and safety.
- Assisted with administrative tasks such as filing paperwork, preparing reports, PBX.
- Created and optimized associate schedules for shift coverage.
- Verified identification and credit card information of guests prior to check-in.
- More so, I have trained as Room Service Supervisor to understand communication and better task management between departments,



CONTACT

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SKILLS

- Strong cooperative spirit
- Determined, independent
- Versatile, outgoing
- Leader mindset
- Open minded and reliable
- Responsible and committed
- Roll-up-sleeves" attitude
- Strong organizational skills, detail oriented
- Personnel Training
- Curious, work well in fast paced environments and within diverse cultures.
- Good knowledge of Office, Microsoft
- Love to go out with friends, jet ski, scuba dive and food.
- Client Support
- Interpersonal Communication
- Critical Thinking
- Continuous Improvement

time management for a smooth arrival/departure, and be front line in daily housekeeping operations

Entrepreneur, 01/2014 - 01/2023

DOLLAR CLUB SAS - ITALY

- Office administration, travel arrangements, business financing, business operations management, plan development, decision making, building company culture, scheduling, hiring, and training employees
- Identified operational weaknesses and developed improvement plans to correct problems.
- Maintained relationships with key clients to secure repeat business.
- Negotiated contracts with customers, vendors, and partners.
- Developed strategies and events for building income, distribution models and customer acquisition plans.
- Kept up-to-date on regulatory changes affecting business operations.

Hostess/cashier, 01/2020 - 04/2020

PATINA ORLANDO E&W, LLC - USA

- Managed reservations, collecting payments, balancing cash register and generating reports
- Greeted guests warmly upon arrival, seating them promptly.
- Maintained a clean and organized dining area.
- Supported serving staff, food runners and bussers to keep dining room presentable and ready for guests.

Ended to Covid-19 outbreak

HR Assistant, 01/2015 - 01/2016

UMANA SPA employment agency - ITALY

- Candidates screening and interviewing
- Job offer posting and creation, contact with companies and candidates
- Compiled employee records such as personal information, attendance, benefits, performance reviews, and terminations.
- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.

EDUCATION AND TRAINING

M.D., International Business Administration, Expected in 03/2025

MIU City University of Miami - Miami, FL

M.D., Hospitality Management, 01/2022

Esneca Business School - Spain

M.D., Multilingual Translation, 03/2017

Universita Degli Studi Di Genova - Italy

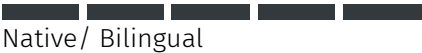
BBA, International Business And Tourism Management, 01/2014

StudiUniversita DStudiStudi Di Verona - Italy

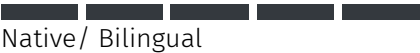
High School Diploma, 06/2010

LANGUAGES

English:



Italian:



Spanish:



German:



French:

