

E-MAIL: CLAUDIO.FERRARI900@GMAIL.COM

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# CLAUDIO FERRARI

I am responsible, reliable and highly motivated, able to work under pressure and very flexible regarding working hours. I understand that you will receive a large number of applications for this role. I do, however, believe that my motivation, commitment and my skills will allow me to fit into your work environment and start supporting the needs of your organization. I am available full-time or part-time with no time restrictions.

## WORK EXPERIENCE

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03/2019-Present

SASSI – LA CUCINA + BAR

*Bartender, Port Douglas (Australia)*

- Greet customers and provide excellent service
- Take orders
- Prepare alcoholic and non-alcoholic drinks
- Cash handling and credit transactions

12/2018-03/2019

CAFÉ SAPORE

*Café all rounder, Melbourne (Australia)*

- Take orders
- Deliver food and beverages
- Maintain service area and counter clean
- Prepare alcoholic and non-alcoholic drinks
- Restock fridges
- Cash handling and credit transaction

12/2018-03/2019

BOMBA – STUZZICHINI E APERITIVI

*Front of House – Supervisor, Melbourne (Australia)*

- Greet customers and provide excellent service
- Take orders
- Prepare alcoholic and non-alcoholic drinks
- Maintain outstanding store condition
- Responsible for coordinating kitchen staff and waiters
- Cash handling and credit transactions

07/2017-07/2018

THE WALT DISNEY WORLD COMPANY

*Retail assistant, Orlando (USA)*

- Provide exceptional guest service in merchandise locations
- Cash handling and credit transactions
- Maintain products presentation and stock
- Serve Italian wines and food
- Officially recognized for outstanding and exemplary performance

- 12/2013-07/2017      VODAFONE  
*Retail assistant, Bergamo (Italy)*
- Maintain knowledge of multiple carriers plans
  - Describe and explain details of products (mobile phones, tablets, smartwatches etc)
  - Keep store environment visually appealing and optimized
  - Became one of the best professional seller of the area in a short period of time
- 06/2015-07/2017      SETAI DISCO CLUB  
*Bartender, Bergamo (Italy)*
- Prepare and serve alcoholic and non- alcoholic drinks
  - Interact with customers
  - Restock fridges and ingredients
  - Maintain service area and counter clean
  - Cash handling and credit transactions
- 06/2013-04/2015      RISTORANTE PIZZERIA NETTUNO  
*Waiter, Bergamo (Italy)*
- Greet customers
  - Taker orders
  - Deliver food and beverages
  - Prepare and clean tables
- 05/2013-11/2013      WIND Telecommunications  
*Retail assistant, Bergamo (Italy)*
- Maintain knowledge of multiple carriers plans and products
  - Assist customers
  - Achieve sales target set by the company
  - Exceptional guest service and problem solving
- 04/2012-04/2014      OBP SERVICE  
*Receptionist, Seriate (Italy)*
- Greet customers at the front desk
  - Maintain office area neat and organized
  - Assist customers managing their reservation
  - General office management
- 02/2011-02/2012      IMPERIAL FASHION  
*Retail assistant, Orio al Serio (Italy)*
- Assist customer choosing the best products
  - Cash handling and credit transactions
  - Manage stockrooms and inventory

01/2010-01/2011

NIKE STORE

*Retail assistant, Bergamo (Italy)*

- Assist customers choosing the best sportswear and shoes
- Focus on customer service and positive shopping experience
- Achieve sales target set by the company
- Manage stockrooms and inventory

EDUCATION

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09/2004-07/2009

COMMERCIAL AND TECHNICAL COLLEGE "B. BELOTTI"

Diploma – Business correspondent in foreign languages

ADDITIONAL INFORMATION

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LANGUAGES

- Italian: Native Language
- English: Fluent
- Spanish: Intermediate
- French: Basic

CERTIFICATES

- Quality Academy Bartender Certification
- RSA – Responsible Services of Alcohol
- ECDL – European Computer Driving License
- HACCP – Hazard Analysis and Critical Control Points