

ALBERTO MATESI

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I'm a driven, confident and resilient International Business Management student with over ten years' experience in the hospitality sector. I have demonstrated the ability to interact effectively with customers, team targets and respond positively and flexibly to changing and business priorities. I'm now keen to further grow and develop my skills and knowledge and pursue a career in management consulting or similar role.

EDUCATION

SEP 2016-MAY 2019

INTERNATIONAL BUSINESS MANAGEMENT BSC (HONS), EXPECTED DEGREE, 1ST LONDON
METROPOLITAN UNIVERSITY

- *Gained an understanding of different aspects of business, from the product development to the leadership and management of an organization*
- *Enhanced report writing skills and confidence in presenting information clearly in a group setting*
- *Developed analytical skills through the interpretation and presentation of financial data*
- *Areas developed further through the course: Emotional Intelligence and Critical Thinking*

SEP 2000 -JUL 2004

A-LEVEL (DIPLOMA), SCHOOL OF ARTS, LICEO ARTISTICO 'DAMIANI ALMEYDA', PALERMO, ITALY

- *Main subjects: drawing, painting, sculpting, design and architecture using a variety of tools and techniques*
- *Develop creativity and passion for the visual arts, as well as the initiative and group work skills requested to complete group tasks*
- *Other A levels: Math, English, Science and Chemistry*

EXPERIENCE

JUL 2011 – OCT 2018

CASINO CROUPIER, EMPIRE CASINO, CAESARS ENTERTAINMENT

- *Deal Casino games such as Roulette and Black Jack, always be well presented, polite, tactful and friendly, be numerate and quick-thinking, have vitality, have self confidence in front of an audience, be patient and calm*
- *Deliver an high standard of customer service, required to exceed the customer expectations in a fast paced and busy environment*
- *Mentor and provide support to trainee dealers to ensure standards were maintained*
- *Problem solving skills in order to handle different types of situations, especially with difficult customers*

SEP 2008 – JUN 2011

BARTENDER/MIXOLOGIST, CAESARS ENTERTAINMENT

- *Worked flexibly in a fast paced environment, managing time to multitask effectively, whilst maintaining a welcoming and customer focused approach*
- *Processed payment transactions with speed and accuracy*
- *Developed commercial awareness through monitoring stock to maintain optimum levels, liaising with suppliers to place orders, and promoting new product to upsell*

INTERESTS

- *Playing sports with friends, especially football, tennis and cycling, and generally enthusiastic to be involved in any type of outdoor activity*
- *Enjoy to work out at the gym or at the park*
- *Love travelling whenever I can*
- *Attended for the seventh year in a row the '2018 London Hong Kong Dragon Boat' race*

IT SKILLS

- *Competent user of Microsoft Office applications including Word, Excel, Outlook and PowerPoint*
- *Knowledge of Microsoft Project*

LANGUAGES

Bilingual Italian and English, Intermediate Spanish

REFERENCES

Available upon request