

MARIA ROSSI
Mobile: +39 333 0003330
maria.rossi@cvformat.com

PROFILE

A **results orientated** [*forte orientamento al risultato*] individual, **experienced in** [*con esperienza in*] providing a high level of client care combined with the **ability to close business** [*capacità di portare a termine i progetti*]. Well presented, hard-working, **determined to** [*determinata a*] succeed and **able to** [*capace di*] communicate at all levels. Flexible in her approach to work and enjoys using her various skills, be it in an Administrative, Sales or Customer Service role. **An adaptable team player** [*adattabile al lavoro di squadra*] who is **motivated by** [*motivata da*] a challenging environment. Above all, has a happy disposition and **a positive frame of mind** [*un atteggiamento mentale positivo*].

SKILLS

Administrator; Sales/Telesales Manager; Office Manager; Recruitment Consultant; Mortgage Administrator; BDM; Wine Consultant; Client Co-ordinator; PA; Excellent communication, written and verbal skills; **Adept at** [*abile a*] closing business; **Knowledge of** [*conoscenza di*] various Databases including AS400.

EMPLOYMENT

Jan 2010 – March 2011

**Acme Wine Investments
London TN13**

Position

Office Manager / PA to MD

- **Running** of the office [*gestione dell'ufficio*], **ordering/maintaining** [*ordine e gestione*] office equipment, telecoms, IT. **Resourcing, meeting** and **negotiating** [*reperimento, incontro e negoziazione*] with office service providers.
- **Managing** [*gestione*] international sales trips including researching and booking hotels and flights, organising meetings and itineraries, sourcing promotional items and negotiating on price and quantity
- **Devising** [*ideazione*] promotional product ideas and **contributing to** [*contribuendo a*] the design work
- **Assisting** [*fornire assistenza*] with exhibitions, organising stands for shows and events
- Managing and assisting with ad-hoc projects such as organising surveys and setting up a referral project to attract new clients
- **Upkeep of** [*farsi carico di*] all company domain names and online subscriptions
- PA duties to MD including creating correspondence, **fielding** calls [*gestione delle telefonate*], **running diary** [*gestione dell'agenda*] and **boardroom** [*sala riunioni*].

- **Handling** [*gestione*] wine investment stock enquiries including requests for valuations and sale of stock
- HR related responsibilities including **setting up of** procedures [*istituzione di procedure*] and **ordering of** [*ordinamento di*] related equipment. First point of contact for Health & Safety, **recording of** [*registrazione di*] holiday and sickness records. **Contact for** [*contatto per*] IT issues.

July 2009 – Dec 2009

**Smith Vineyards Ltd
Ashford**

Position

Business Development Manager

- **Approaching** [*avvicinare nuovi clienti*] and creating a database of new businesses, **maximising** [*massimizzazione*] existing business, both by telephone and face to face, to sell Smith Vineyards products in a wholesale capacity.
- **Indepth product knowledge** [*approfondire la conoscenza del prodotto*] and upkeep of industry changes.
- Producing regular reports, **working to** [*lavorando a*] an annual target
- Marketing the company at shows and exhibitions
- **Involved in** [*coinvolta in*] decision making process re new products and sales strategy

October 2008 – May 2009

**BK Financial Management
London**

Position

PA/ Business Processor to Principal

- Maintaining full control of diaries, organisation of internal/external meetings, personal duties to Principal
- Creating meeting agendas, taking minutes and typing up
- **Prioritising** and **dealing with** post [*gestione della posta*], faxes, emails
- Creating seminar invitations, follow up
- Maintaining filing systems and databases
- Creating file notes, mailshots and high quality correspondence to tight **deadlines** [*scadenze*].
- **Client liaison** [*tenere contatti con i clienti*], point of contact for key client relationships, setting up of appointments and chasing up business
- Comprehensive and full administration support
- Input of applications and following up for issue of plans

Dec 2004 – July 2008

**DD Mortgage Management
Broker/Packager, London, SW1**

Position

Mortgage Administrator

- Running a caseload of forty plus mortgage cases at one time for a team of six brokers
- Instructing, checking valuation reports and full client liaison
- **Ensuring** [*assicurarsi*] all cases are fully packaged, submitting to lenders
- **Chasing** [*inseguendo*] progress in all areas to tight completion deadlines
- Maintaining accurate and comprehensive record keeping, diary
- Ensuring prompt collection of associated fees

Nov 2002 – Dec 2004

**HL Mortgages Ltd
London**

Position

PA to MD/Mortgage Administrator

- **Liaising with** [*mantenere i contatti con*] clients, introducers, lenders, solicitors and accountants on daily basis by telephone/letter/email
- Ensuring applications are correctly completed and submitted to lender
- **Following up on** [*facendo seguito a*] applications to tight deadlines
- Ensuring prompt collection of associated fees
- **PA duties to MD** [*mansioni dell'Assistente Personale del Amministratore Delegato*]

Nov 2000 – Nov 2002

A Recruitment, London

Position

Recruitment Consultant

- **Placed** candidates [*inserimento al lavoro di candidati*] in high secretarial and banking positions
- **Undertook** [*intrapreso*] full recruitment process of Account Management

1986 – 2000

**Jones & Jones Ltd
Vintage Wine Merchants
London / Hampshire**

Positions

**Order Processor, Customer
Service, Sales Advisor
Wine Consultant, Telesales
Manager**

1999 – **Relocated to** [*trasferito a*] Hampshire to manage new Telesales / Mail Order Department. **Shared responsibility of** [*responsabilità condivisa in*] choosing new software, organising new office layout and expanding the team
1997 – Ran Wedding List alongside Telesales. **Advised on** [*consigli sulla scelta dei vini*] and **set up** [*la compilazione di una carta dei vini*] lists for **HNW (high-net-worth) clients** [*per clienti facoltosi*] including royalty
1988 – 1999 – Set up the Telephone Ordering Department.
Wine/spirit advice, pro-active selling to all levels of client including celebrities, royalty and high profile individuals. **Looking after** [*prendersi cura*] key accounts, **relationship building** [*instaurare Relazioni*], holding private tastings, administration, complaints, shipment and correspondence.
Served in London shop, gave cellar tours, wrote tasting notes / vintage notes for bi-annual price list. Worked at large topical tastings / wine and food fairs
1986 – 1988 – Order Processor / Administrator / Sales Advice in London shop

EDUCATION / COURSES

One day seminars / courses in Sales / Telesales

1991 – Wine Diploma Course Part B (WSET)
1989 – Wine Diploma Course Part A (WSET)
1988 – One week intensive Sales and Marketing course (Institute of Marketing)
1988 – Higher Certificate (WSET)
1985 – 1988 Kent University– BA in Business Studies
1980 – 1985 Secondary School: St. Mary's, Maidstone, Kent