

GIULIA ANNUNZIATA

PROFESSIONAL EXPERIENCES

2022- present - MRS MANAGEMENT - Milan **Head of Operations** **Move & Relocation Management**

Lead and coordinate a team of five people, managing national and international employee assignments, relocation, and move management. Oversee relocation counselor and moving partners, ensuring seamless service delivery. Support employees and families with housing, accommodation, and settling-in needs. Monitor team performance, develop skills, and maintain high service standards and KPI's.

[REDACTED] - Hotel Rossovino - Milan **Senior Front Desk Coordinator**

Managed reservations and implemented basic revenue management strategies to optimize occupancy and pricing. Handled check-ins, check-outs, guest registration, and booking platforms (Booking.com, Expedia, etc.). Oversaw invoicing processes, supervised reception and housekeeping staff with precision and timeliness.

2018 - Grand Hotel Downtown - Amsterdam **Guest Relation Coordinator**

Delivered personalized and memorable guest experiences from arrival to departure. Coordinated operations and service providers to ensure smooth hotel functioning. Managed guest issues, cash, and reporting with accuracy. Enhanced stays by curating tailored tours and local experiences.

EDUCATION

CAPAC - Politecnico di Milano Tourism and Hospitality Management

Komax - Milano

Wedding Planner and Flower designer and Decoration Course - 2017

Institute Luigi Casale, Vigevano

[REDACTED] - Diploma in Tourism Services Management

ABOUT ME

Relocaion Specialist - Team Leader with experience in relocation management and employee transition coordination, tenancy administration, and HR support. Proven ability to lead teams, streamline processes, and ensure successful transitions for international assignees and their company.

CONTACT

Birth date: 20/06/1996

LANGUAGES

Italiano: Native (C2)

Inglese: Fluent (C1)

Francese: Upper-Intermediate (B2)

Spagnolo: Intermediate (B1)

SKILLS

Creativity & graphic design

ECDL & RSPP certified

Team leadership

Employee experience & cross-cultural communication

Process optimization & reporting