

GIORGIA ROCCHI



Giorgia Rocchi

CONTACT

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EDUCATION

Glion Institute Of Higher Education, Switzerland

BACHELOR OF BUSINESS ADMINISTRATION
in International Hospitality Business with Luxury Brand Management in Hospitality (with Honors)

Regent's University, London
Foundation Degree, International Events Management

Tasis The American School in Switzerland
International Baccalaureate Diploma

Overseas School of Colombo, Sri Lanka
Middle Years Program

LANGUAGES

ITALIAN: Native language
ENGLISH: Fluent
SPANISH: Conversational
FRENCH: Basic

ACHIEVEMENTS

INSIDE LVMH Certificate
Leading Hospitality Through Turbulent Times Certificate
Hotel Market Analysis and Valuation Certificate
Hotel Valuation Software Consultant Certificate

EXTRA-CURRICULAR ACTIVITIES

Social media Executive of Glion Student Tv Show

WORK EXPERIENCE

BVLGARI HOTEL & RESORT, ROME | DECEMBER 2022-AUGUST 2024

SPECIAL PROJECT MANAGEMENT AND QUALITY SUPERVISOR

- Integral member of the pre-opening team for the flagship hotel
- Contributed to special projects for the BVLGARI Brand, including the development of F&B concepts in boutiques worldwide
- Enforced adherence to brand guidelines and standards across all Bulgari properties, maintaining brand integrity
- Implemented and enforced quality standards and procedures in Bulgari Hotel Rome to ensure consistency and compliance
- Collaborated closely with head of operations to identify and efficiently resolve quality issues
- Managed all OTAs platforms, promptly addressing customer complaints to maintain quality standards and enhance guest satisfaction
- Maintained accurate records of quality control activities and generated regular reports for management review
- Provided comprehensive training and guidance to employees on quality standards, procedures, and best practices

EGG EVENTS, GENEVA | MARCH 2022-JULY 2022

PROJECT ASSISTANT MANAGER

- Responsible for planning and executing multiple key events including congresses, seminars, incentives, and conventions
- Managed logistics, including venue and supplier selection, negotiation and contracting, registration management, accommodation coordination, and travel arrangements
- Coordinated the creation and design of event collateral such as save-the-dates, invitations, speaker booklets, attendee lists, agendas, and other marketing materials
- Set, communicated, and maintained timelines and priorities for all projects

BVLGARI HOTEL & RESORT, DUBAI | AUGUST 2021-FEBRUARY 2022

CROSS TRAINING

Bulgari Yacht Club (3 months):

- Managed Yacht club and Marina membership, ensuring exceptional guest experiences
- Handled and resolved high-end customer complaints and issues
- Handled administrative tasks such as creating presentations, scheduling meetings, updating menus, and managing internal Leading Quality Assurance processes
- Hostess, managing bookings using the eat2eat system

Concierge (3 months):

- Hands-on experience with property management systems: Opera, ALICE
- Curated bespoke experiences for ultra-high-net-worth individuals, enhancing guest satisfaction
- Developed a robust network of contacts and stayed updated with local and international events
- Coordinated day-to-day operations to ensure quality standards and meet customer expectations consistently

QUINTESSENTIALLY, NYC | DEC 2020-MARCH 2021

PARTNERSHIP AND MARKETING INTERN

- Managed partnership activities and agency functions, ensuring smooth collaboration and communication
- Provided critical support in the lead-up to key corporate launch events, notably contributing to an experiential program for LVMH
- Assisted the team in executing and monitoring content across various channels for corporate clients, maintaining brand consistency and quality
- Developed and maintained contact databases to support marketing and partnership initiatives
- Conducted thorough online research to gather market insights and identify potential opportunities for partnerships and marketing strategies