

# ERIKA SENIGAGLIA

Venezia  
+39 393 916 8709  
erika@erikasenigaglia.com



## MY PROFILE

I am a very positive, happy and active person. I enjoy adrenaline moments and I love problem-solving positions. I love to be with people as I love their energy and I use that energy to recharge myself, and making them feel well and relaxed in every situation. I love my country Italy, its food, its fashion, its culture and I also love English language and the chance of living with both of these inspirations in my life. Amongst my hobbies such as fashion, singing, dancing and running, I love listening to every kind of music and I played piano for a couple of years.

## SKILLS

Operations Manager for travel services  
Sales Manager for Fashion and Luxury Services  
Creative Team Leadership  
Public & Media Relations  
Public Speaking  
Culturally Prepared & Leader in problem solving

## WORK BACKGROUND

- 01/2018 — Attuale** **FOUNDER & CEO**  
**LS ASSISTANCE** — VENEZIA, MILANO, BOLOGNA, ROMA
- Event designer and planner & Event Coordination based in Venice, Bologna, Milan & Rome.
  - Meeting & Congress, Team Building activities, Business Travel & Exclusive Parties.
- 10/2018 — 03/2019** **PR & COMMUNICATION, TEMPORARY MANAGER**  
**SIGNORETTO LAMPADARI** — MURANO, VENEZIA
- Temporary Event Manager, Salone del Mobile Milano 2019.
  - Pr & Communication
- 03/2017 — 09/2017** **MARINA DIRECTOR , TEMPORARY MANAGER**  
**MARINA SANT'ELENA, VENEZIA** — VENEZIA, ITALIA
- Marina Director
  - Human Resources
  - Commercial Director
  - Front Desk Manager
- 09/2016 — Attuale** **FOUNDER & GENERAL MANAGER**  
**YTCONCIERGE** — VENEZIA
- International and Luxury events and Concierge Service based in Venice - Italy
  - Tailor Made Trips and Business Travel organization
  - Airport Vip Service
  - Car Rental with Driver
  - Private Jet and Helicopter Broker
  - Yacht charter
  - Close Protection Service
  - Kids Concierge .

- 12/2013 — 03/2016** **FOUNDER & GENERAL MANAGER**  
**I.L.T.E. INTERNATIONAL LUXURY TRAVEL & EVENTS — SYDNEY**
- International and Luxury events and Concierge Service based in Sydney - Australia
  - Start up and Business Development for luxury services and event planning & Destination Management for Italy.
- 11/2008 — 10/2016** **GENERAL MANAGER, OPERATIONS MANAGER, SALES MANAGER**  
**FOIS JONKER GROUP, VENICE — VENEZIA**
- Start up of this new reality in Luxury Tourism Market.
  - Developing Vip Airport Assistance & Limousine Service in more than 400 airports in 7 years, with more than 1000 suppliers worldwide.
  - Managing international and relevant Events such as Pirelli Calendar launch in NY and Rio de Janeiro , from the technical and logistic organization to the "good taste" tips.
  - Budget elaboration for getting the best result with the lowest price, maintaining quality and maximum availability of suppliers.
- 11/2008 — 10/2011** **OPERATIONS MANAGER**  
**TRAVEL CLEAR — VENEZIA**
- Managing Ttransfers and special airport services for main cruise ships company from/to Venice airport and pier.
  - Developing new procedures in collaboration with all airline companies based in Venice in order to avoid our guests queues during airport stay at check-in desks, passport and security control.
  - Managing all operations including solving problems in case of lost luggage, late arrival, tax refund procedure, coordinating staff.
- 05/2003 — 10/2003** **FRONT DESK AGENT**  
**RADISSON SEVEN SEAS, USA — NEW YORK**
- Guests Assistance in all their needs during a cruise.
  - Check in & Check out
  - Excursion information
  - Bill, Payments.
- 10/2002 — 03/2003** **FRONT DESK AGENT**  
**FESTIVAL CRUISES EUROPE & CENTRAL AMERICA — MEDITERRANEAN SEA AND CARIBBEAN**
- Guests Assistance in all their needs during a cruise
  - Check in & Check out
  - Excursion information
  - Bill Payments.
- 08/2001 — 10/2002** **CONGRESS OPERATIONS MANAGER**  
**ATLAS ITALIA TOUR OPERATOR, MICE & CONGRESS DEPARTMENT, HEAD OF MICE DEPT — JESOLO, VENEZIA**
- Congress and Events organization in Italy for Banks and Companies from North Europe (Sweden, Norway, Nederland, UK).
- 06/2000 — 11/2008** **ITALY & EUROPE TEAM LEADER,**  
**FREE LANCE — VENEZIA**
- Touristic guide for Bus and Fly Tours around Europe Specialist Guide in Italy for Venice, Padova, Verona , Milan, Florence cities.
  - Special Assistance and organizer for several nationalities delegations coming to Italy , Interpreter at meetings .
- 01/2000 — 08/2001** **TRAVEL AGENCY MANAGER**  
**GIRAMONDO VIAGGI — VENEZIA**
- Start up of the Travel Agency with new opening, office organization, Booking and Organization of trips and travels outbound trough Tour Operators for residents' vacations, Flight, Hotels and train ticket booking via Sabre Global Distribution System GDS Incoming department handling, with tailor made excursions and visits promotion.
- 06/1996 — 09/1999** **CHECK IN AGENT**  
**UNION LIDO PARCO DELLE VACANZE — VENEZIA**
- Check in in German, English, Spanish and Italian language to foreigners' guests coming to visit Italy for vacations.

## **EDUCATIONAL ATTAINMENT**

**2017**                    **DEGREE COURSE BUSINESS MARKETING** : MARKETING MANAGEMENT  
                             **THE UNIVERSITY OF SYDNEY** — SYDNEY

**2003**                    **TOUR LEADER LICENSE** : TOURISM  
                             **PROVINCIA DI PADOVA** — PADOVA  
                             OFFICIAL TOUR LEADER LICENSE ENGLISH, GERMAN AND SPANISH  
                             LANGUAGES