

Carola Di Dio

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Profile

Pro-active and reliable, experienced in designing, planning and organizing every detail of various events such as incentive trips, congresses, conferences, workshops, cocktail receptions, business meetings, gala dinners and official openings.

While experienced across several market segments from high-end leisure to corporate business and private associations, I have been focusing especially on Gulf-based clients in Middle East.

Experienced in dealing with high profile customers and directly responsible of organising the travel arrangements and business events on behalf of Ministers from the Gulf region, in London and in multiple destinations, as well as Royal Families from United Arab Emirates and Saudi Arabia.

I speak conversational Arabic (including reading and writing) and Spanish, fluent English and Italian.

Key Skills

- **Organizational skills:** Attention to detail, multitasker, able to lead, direct and solve problems efficiently
- **Operational background:** Run and coordinate events in person ensuring exceptional service is delivered at all times
- **First class service:** Strong ability to sympathise, develop and maintain relationships with customers offering consistent support and high-quality service
- **Creativity and innovation:** Design personalised programs in English, Italian, Spanish and Arabic depending on clients' origin and needs

Working Experience

July 2017 - Present

Nirvana Travel & Tourism – Operations Manager

London, United Kingdom

- Proactively identify and implement solutions to improve service levels
- Handle the complete operations of the business including business development and revenue management
- Maximize team productivity through ongoing reporting, feedback and counselling

- Assist in the development of operational policies and procedures

June 2016 – July 2017

Groupstay Ltd - Sales and Operations Executive

London, United Kingdom

- Managed and developed B2C Europe accounts
- Designed tailor-made itineraries and presentations for clients (in English/Italian as well as Arabic)
- Organized and attended site inspections with customers in UK and abroad
- Attended exhibitions, workshops and trade shows to represent the company across the globe
- Implemented cost calculations in Excel spreadsheet for each event to maximize revenues
- Identified new market opportunities
- Ensured all operations run smoothly and excellent service is delivered

May 2015 – June 2016

Oceandusk Group – Sales Executive

Luxury Wholesale Travel specialized in Middle Eastern market

London, UK

- Supported directly the Sales & Operations Manager to achieve growth targets on existing accounts
- Created prospective clients database to maximize sales
- Designed presentations to showcase different products to customers and suppliers
- Elaborated accurate cost calculations and providing clients with quotations

September 2014 – March 2015

Syscon Group Ltd, Trading Companies - Marketing Internship

Dubai, UAE

- Collected data for marketing campaigns and promotional activities
- Performed market analysis and research on competition
- Supported the marketing team in daily administrative tasks
- Helped organizing marketing events

Education

2007 - 2012

Graduation from Classic Lycée “Il Nazareno”

Pescara, Italy

2014 - 2015

Kensington & Chelsea College

Foreign Languages - Spanish, English and Arabic

2015 - 2016

Ibn Jabal Institute, London - Level 1&2

Arabic

Interests

Reading, travelling, learning new subjects or languages and attending gym classes.

