



# MICHELA CESANO

OPERATIONS MANAGER

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## WORK EXPERIENCE

### Operations Manager - VFS Global

Beijing, China 03/2022-present

- Responsible for arranging Italian Visa for our applicants
- Drive department sales performance
- Ensure good relationship with partners and government clients

### Executive Club Lounge Manager -The Senz Hotel

Shanghai, China 05/2021-02/2022

### Front Office Lobby Manager - Niccolo Hotel

Chongqing, China 11/2018-04/2021

### F&B Management Trainee - Radisson Blu Hotel

Chongqing, China 11/2017-10/2018

## PREVIOUS EDUCATION

### Harvard Business School

Online Course (06/2021)

- Leadership Principles

### Ca'Foscari University of Venice

**M.D: Languages, Economics and Institutions of Asia and North Africa (10/2017)**

- Chinese language for business, and business management in China
- Course Language: English and Chinese

### Ca'Foscari University of Venice

**Bachelor Degree: Languages, Cultures and Societies of Asia (03/2015)**

- Chinese Language, minored in Chinese Economy and Institutions
- Course Language: Italian and Chinese

**Institut auf dem Rosenberg, St.Gallen, Switzerland  
Linguistic High School (06/2011)**

## CONTACT DETAILS

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Dongcheng District, Beijing**

## SKILLS & ABILITIES

- Customer Service
- Cross-Cultural Leadership
- Effective Communication
- Operations Management
- Multitasking

## LANGUAGES

- **Italian:** Mother tongue
- **English:** Upper-Intermediate

Cambridge First Certificate

- **Chinese:** Advanced

HSK5 Certificate Level C1

- **French:** Upper-Intermediate

Delf Certificate Level B2