

Michael Vicari



Work experiences

07/02/2021- present
Istituto Italiano di Cultura
di Bruxelles

Autista/Commesso/Centralinista

13/12/2020 – 01/02/2021
Ahooga Bike

Inside Sales

08/06/2016- 04/02/2020
Air Canada
Brussels Airport

VIP Concierge

A Concierge is always helpful, always follows through with a request and always has the right attitude. The Concierge creates a sense of comfort and recognition for our premium customers with a simple philosophy – “If it’s possible, consider it done”.

03/06/2016- Twice a year
CFA Institute
Paris

Proctor

Proctor for the Chartered Financial Analyst Exam.

18/06/2012- 05/06/2016
FedEx
Melsbroek

Global Sales Solution & Support Representative

Supports the FedEx Customer Experience strategy by providing an exceptional level of customer care and service to identified Global/Key Customers in the fashion/luxury/automotive industry.

Problem Root Cause Analyzing, problem resolution and results management of trend issues to recommend corrective actions as well as customer education in using the online tools that FedEx has to offer in order to create a unique customer experience.

Improves customer satisfaction by providing pro-active customer care. Involves working with other FedEx teams and the Customer to provide timely solutions to service opportunities and problems. Visits to customer when needed.

2010-Present (once a year)
Solvay Business School
(ULB)

Professor’s assistant in Communication

Professor: Claudio Balestra

06/06/2011 – 30/11/2011
Phone Régie
Brussels

RECEPTIONIST for General Electric

Answer telephone, screen and direct calls, take and relay messages, provide information to callers, greet persons entering organization, deal with queries from the public and customers, ensures knowledge of staff movements in and out of organization, general administrative and clerical support, prepare letters and documents, receive and sort mail and deliveries, schedule appointments, maintain appointment diary either manually or electronically, organize meetings...

11/2006 – 31/08/2010
Continental Airlines
Diegem

International reservation sales / OnePass / Customer care agent

Assisting travel agencies and customers with all requests, making bookings, promoting Continental services, handling complaints, dealing with the frequent flyer program of Continental Airlines, replying to commercial letters and emails.

21/06/2008 – 23/06/2008 **Jury member for the academic qualification of Tourism secondary school**
Institute Emile Gryzon
Brussels

01/11/2005 - 31/12/2005 **RECEPTIONIST**
Fortis Real Estate
Brussels

01/08/2005 – 31/08/2005 **STUDENT**
DI BEAUTY&CARE
Brussels

01/01/2005 – 31/07/2005 **TRAVEL AGENT (STUDENT)**
Aquatour Travel agency
Brussels

Education

2001-2004 **Graduated of the secondary school in Tourism**
Institut Emile Gryzon
Brussels

1999 **Graduated of the secondary school**
College Jean XXIII
Tubize

Languages

French/Spanish/Italian: mother tongue
English/Romanian: excellent knowledge
Dutch: basic knowledge

Rewards

EMEA FedEx pride award for Fiscal Year 2015 Quarter 1

Computer skills

Very good knowledge of Word, Excel, Access, Power Point, Outlook for Windows 2000-XP-Vista, Seven, Amadeus, Cosmos and Internet.

Personal details

Nationality: Belgian
Date of birth: 1 May 1985
Principal assets: flexible and dynamic.
Hobbies: music, travels, cinema and reading.
Driving license type B