

ASHLEY ATOO, MSc

Human Resources Specialist | Economist | Administrative Professional

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PROFESSIONAL SUMMARY

Dynamic and purposeful Human Resources Specialist and Economist with strong recruitment, HR administration, and data management background. Adept at streamlining HR processes, enhancing employee engagement, and providing strategic HR solutions. Experienced managing HRIS systems, payroll, and appraisals while delivering exceptional customer service and operational support. Multilingual and adaptable, with a proven history of success in multinational and challenging environments.

SKILLS AND CORE COMPETENCIES

- **HR & Administration:** Talent acquisition, onboarding, HRIS management, payroll, benefits, employee relations, office & data administration, HR compliance, employee lifecycle, HR metrics, KPI tracking.
- **Customer Service & CRM:** Client relationship management, issue resolution, service delivery optimization, performance management, succession planning.
- **Strategic Planning & Reporting:** HR analytics, performance appraisals, process improvement, audit compliance.
- **Technical & Digital:** MS Office (Excel, Word, PowerPoint), CRM systems, basic Analytics Tools: Google Analytics, Excel, R, Stata. HRIS & CRM Systems: SAP SuccessFactors, BambooHR, Zendesk, HubSpot, **Project Tools:** Monday.com, Trello, PPS, CRM Telemarketing, 5Stelle.
- **Communication & Languages:** Multilingual (English C2 (Proficient), Italian C1 (Upper Intermediate), French (Intermediate), German(Basic)), stakeholder engagement, internal communications.

PROFESSIONAL EXPERIENCE

Human Resources, Administration, Client Relations and Customer Service Roles

Receptionist

05/2025 – 09/2025

Hotel Parigi, Hotel Royal, Caorle, Italy

- Greeted guests upon arrival, ensuring a warm and professional welcome while delivering exceptional service to meet hotel quality standards.
- Supervised guest check-ins, processed payments, and updated guest information, ensuring smooth and efficient operations.
- Addressed guest inquiries, handled complaints, and provided accurate information about in-house facilities and local attractions to enhance guest satisfaction.

Outbound Telephone Operator (Sales and Marketing)

03/2025 – 03/2026

Blend IT, Assago, Italy

- Acts as the first point of contact for client companies, managing outbound calls to generate leads, set appointments, and enhance brand awareness for agricultural and tech products.
- Proactively resolve client queries and complaints by applying a first-call resolution plan, ensuring customer satisfaction and improving corporate relations.
- Work closely with the sales team to schedule meetings and support business development goals, contributing to the company's expansion and growth within the Italy and international markets such as: United Kingdom, Ireland Scandinavian countries Like Finland, Denmark, Norway and Sweden and the United States of America.

Human Resources Intern (Finance and Operations Support)

10/2023 - 03/2024

Tx Group, Manchester, United Kingdom

- Processed HR and Facilities team invoices, ensuring adherence to internal payment procedures and budgetary controls.
- Facilitated onboarding and offboarding processes while contributing to employee well-being programs, coordinating induction processes, staff events, and HR-related projects to enhance workplace engagement.
- Spearheaded the update of the appraisal system by gathering employee feedback, identifying system issues, and revising documentation to improve evaluation processes.

Customer Service Specialist – Hospitality

05/2023 - 09/2023 | Returning 05/2024 - 11/2024

Monaco Suites Hotel — Lignano Sabbiadoro, Italy

- Offered exceptional guest service by ensuring a seamless breakfast experience, coordinating with front office and food & beverage teams for smooth operations.
- Assisted in onboarding and training new team members, fostering a culture of excellence and keeping operational standards in line with hotel brand guidelines.
- Resolved guest inquiries and concerns with professionalism, ensuring prompt resolutions to support high guest satisfaction during breakfast service.

Human Resources Administrator

06/2021 - 11/2021

Hava.Net,

- Led full-cycle recruitment, onboarding, and campus placements while coordinating with hiring managers to ensure prompt talent acquisition and integration.
- Administered HR policies and compliance processes, managed employee records, benefits, visas, weekly timesheets, and maintained HRIS data integrity in line with GDPR standards.
- Supported payroll processing, employee communications, and the creation of HR documentation, including contracts, references, and policy updates.

Administrative Assistant (Recruitment and Travel Services)

01/2020 - 06/2020

Jawabu Consultancy,

- Provided high-level administrative and diary management support to senior leadership, ensuring efficient scheduling and coordination of meetings and projects.
- Oversaw accounts and document processing for Gulf region partners, ensuring visa and passport updates were maintained and submitted accurately through partner portals.
- Supported overseas recruitment for open positions in the Gulf countries by managing candidate documentation, applications, and compliance requirements.

Receptionist
Mayy Lounge and Bar

10/2018 - 02/2019

- Greeted guests upon arrival, ensuring a warm and professional welcome while delivering exceptional service to meet hotel quality standards.
- Supervised guest check-ins, processed payments, and updated guest information, ensuring smooth and efficient operations.
- Addressed guest inquiries, handled complaints, and provided accurate information about in-house facilities and local attractions to enhance guest satisfaction.

Customer Service Representative

11/2014 - 09/2015

Eastline LTD,

- Provided positive customer experiences by effectively managing in/outbound communications, ensuring clarity and transparency in all customer interactions.
- Identified and resolved customer complaints promptly, ensuring first-time resolution while maintaining positive relationships and adhering to service level agreements (SLAS).
- Maintained accurate records of customer interactions, complaints, and actions taken, ensuring compliance with regulatory standards and internal policies.

HOSPITALITY AND CUSTOMER SERVICE EXPERIENCE

- Delivered exceptional table service by taking guest orders, running large trays of food, and ensuring prompt delivery, while keeping a clean and organized dining area. Upheld ambitious standards of professionalism and customer service, ensuring guest satisfaction and adhering to health and safety regulations.

Roles included:

- Front of House Team Member — The Big Table Group (UK) | 01/2024 – 04/2024
- Event Staff (Business Development Support) — Staff86 / Indeed Flex (UK) | 11/2023 – 05/2024
- Head Waitress — The Second Boutique Hotel (Malta) | 05/2022 – 09/2022.
- Server/Waitress — The Hacienda (Kenya) | 02/2020 – 07/2020
- Server/Waitress — RJ's Place (Kenya) | 09/2019 – 01/2020
- Sales Representative — Tena Company (Kenya) | 01/2017 – 06/2017
- Server/Waitress — Midland Restaurant (Kenya) | 01/2016 – 06/2016

EDUCATION

Master of Science (MSc) in Economics

University of Udine, Udine, Italy — 04/2024

Bachelor of Arts (BA Hons) in Economics and Sociology

University of Nairobi, Nairobi, Kenya — 12/2020

KEY ACHIEVEMENTS

- **Streamlined HR workflows**, reducing appraisal processing time, updating and creating new appraisal paperwork and enhancing candidate experience.
- **Recognized for outstanding work ethics** and employment service relations excellence at Tx Group.
- **Strengthened internal reporting** systems, leading to more strategic decision-making support for senior HR leaders.

VOLUNTEER EXPERIENCE

Media Coordinator

Parkland's Baptist Church — Nairobi, Kenya | 2020 – 2021

- Supervised media production and social media content while supporting event planning and marketing efforts.

Environmental Volunteer

Miti Alliance Association — Nairobi, Kenya | 2020

- Aided with tree-planting campaigns and sustainability outreach programs in local communities.

CERTIFICATIONS

- CPD Certified - The Institute of Hospitality
- Human Resource Development Certification [Mind Luster]
- Leadership and Management Certificate [Harvard Business School (Online)]

TECHNICAL SKILLS

- JavaScript Linux, R, LaTeX, and Overleaf

HOBBIES & INTEREST

- Singing — Runner-up in "I Can Sing" (KTN) and Kaka Empire's Female Artist Search. Dancing, Reading, Creative Writing.

References available upon request