



Nikolas Pasca

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Address 57, Clermiston drive, Edinburgh, (UK)

WORKING EXPERIENCE

Customer service Agent Menzies Aviation, British Airways (Edinburgh, UK)

(05-2019—09-2020)

- Dealing with different kind of passengers under pressure due to flight cancellation, and resolve customers complaints.
- Processing tickets, check baggage and monitored carry-on baggage for size and quantity, check baggage fees at gate, and assign seats.
- Providing accurate gate, flight arrival and departure information, and answer general inquiries.
- Inspecting and verified passenger documentation and visas.
- compiling with all legislation as well as airport authority and carrier security requirements
- operating computers and special equipment such as check-in kiosk, scanners and airline specific software.

Waiter The Balmoral, Prince Brassiere (by Alain Roux) (Edinburgh,UK)

(05/2018—05/2019)

- Provided an exceptional guest service experience to ensure customers satisfaction.
- Presented menu and provided information when asked about portion, ingredients or potential food allergies.
- Greeted and escorted customers to their tables.
- Attended daily staff meetings to review daily specials, changes on the menu and service specifications for reservations (e.g. parties).

CNC Milling Operator/Machinist Modelleria A.R.A Sangiovanni in persiceto (Bo)

(02/2014—04/2018)

- Worked with and maintained a CNC milling machine(5/3 axes) and a lathe through an automated process or manual handling when required. (DMG Mori 5 axes, Heidenhain 3 axes, Sachman (simens,3 axes).
- Milled different types of iron, aluminium and synthetic resin in order

Summary

I am an enthusiastic and dynamic person who is eager to learn new things. I have been working in the mechanical industry for more than 4 years, this brought me a considerable understanding of Milling machinery and measuring instruments.

For the last 2 years I have been working in the customer service and hospitality sector, with my last job being Airport agent at Edinburgh Airport for British Airways.

Interests & achievement

- Learning new languages, traveling around world and discover new cultures.
- I have learned how to sand and finish Hard wood floor, as well as install it (2012—2013).
- Played Rugby for 8 years in the Amateur Sports Team, Rugby Pieve 1971 Bologna (ITA).
- Event Planner/Event Organiser and Public relation in the “night life” environment during High school.
- Attended a cooking course in Bologna ,”Cultura Italiana Bologna

Digital skills

CimatronE (CAD-CAM)



Premiere Pro



Photoshop



InDesign



After Effects



Illustrator



WordPress



Html5



CSS3



Wordpress



Assistant Chef Trattoria di via Serra (Bologna ,ITA)

(09/2013 – 02/2014)

- Maintained the work area clean and tidy in order to be faster during the service, and arranged throughout the preparation.
- Followed rules for prevent food contamination.
- Knowledgeable about how to make fresh dough pasta.

Education

IFTS Course Web Designer (800 h)

- Build website with CMS WordPress.
 - Use of Html, Css and Bootstrap.
 - Seo & Digital marketing.
 - Use of Suite Adobe.
 - Create Banners with Google web designer.
 - Understand the basic of Javascript.
- CNOS-FAP, Bologna (Italy). (2020-Present).

British study centres (Edinburgh UK) English course “skills for career success” (2018-04/06).

IBritish2007–2012 “Isit Bassi Burgatti” Technical High School, Cento (Ferrara), Italy High School Diploma in Technical Surveying (2007-2012).

Languages

- Italian (native)
- English (B2 Written, Spoken)
- German (A1 Written, Spoken).

References available upon request