



Personal details

Francesco Bianco
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Maltese

Skills

Technical Expertise(HTML+CSS)
Customer Service
Sales Management
Communication Skills
AI Tools (ChatGPT, Gemini, DALL·E)

Languages

Maltese ●●●●●
English ●●●●●
Italian ●●●●●

Hobbies

Gardening
Cooking
Reading
Fishing/Spearfishing
Gaming

Education

Foundation In Food Preparation & Service 2015 - 2019
Institute of Tourism Studies, Pembroke

- Gained knowledge of food safety standards and hygiene practices to ensure safe handling and storage of ingredients.
- Learned effective food service practices, including plating, presentation, and customer service etiquette.
- Gained foundational knowledge in the fields of Geography, History, Chemistry, Literature, etc.

Courses

Certification in ICDL

- Acquired proficiency in essential computer skills including proficiency in MS Office
- Understanding network concepts,
- Finding and managing online information effectively
- Understanding potential threats and ways to protect computers, devices, and data.

Award in Basic Web Designing

- Learned foundational HTML and CSS to create well-structured and visually appealing web pages.
- Developed practical skills in using web authoring tools and basic graphic design software.
- Studied the basics of web publishing including domain registration, hosting, and website maintenance.
- Understood the fundamentals of website usability and accessibility standards to create inclusive designs.

Award in Becoming a Person of Excellence in Customer Care

- Developed skills in delivering exceptional customer care through effective communication and active listening techniques.
- Learned strategies to handle difficult customer situations with professionalism and empathy to ensure customer satisfaction.
- Acquired knowledge of best practices for maintaining a positive and welcoming environment for customers.
- Learned methods to evaluate customer feedback and implement improvements for continuous service excellence.

Employment

Telesales Agent Jun 2025 - Present
Communicator Cloud

- Engaged with customers over the phone to promote and sell products/services, handled inquiries, built rapport, and achieved sales targets.
- Handled over 60 calls per day with customers from various business fields
- Skilled in persuasive communication, customer service, and record keeping using MS Excel

Shop Manager Jan 2022 - Mar 2024
Home Grow Malta

- Managed daily operations of the shop, coordinated merchandising and visual display arrangements to attract customers and increase sales.
- Developed and executed sales strategies, resulting in increased revenue and excellent customer satisfaction and efficient service delivery.
- Maintained the shop in orderly and presentable manner

Lounge Supervisor 2018 - 2019
La Valette Letssellmore

- Supervised daily lounge operations, ensuring exceptional customer service and a welcoming atmosphere for all guests.
- Coordinated with kitchen and bar teams to ensure timely delivery of food and beverages, optimizing customer satisfaction.
- Monitored inventory levels and placed orders to maintain adequate stock of supplies and beverages.