Simon Terza

Customer Success & Sales Development

Brixen, South Tyrol, Italy (open to relocating) | +39 351 455 6729 | simonterza.work@gmail.com | simonterza.com | linkedin.com/in/simon-terza

PROFILE

Worked in hotel and cruise ship restaurants between 2021 and 2026, looking after guests and dealing with their requests and complaints directly. Named by guests in 5-star Google reviews. Now looking for a Customer Success or SDR role, ideally in German- or Italian-speaking markets.

EXPERIENCE

Personal Care Assistant, Südtiroler Sanitätsbetrieb, Vipiteno — Oct 2026 – present

- Support residents of a psychiatric care home with their daily routines
- Help calm things down when a situation gets tense

Chef de Rang, Hotel MASL 4★S, Rio di Pusteria — May 2025 – Apr 2026

- Had my own section of 10 tables and handled guest requests and complaints directly
- Recommended wines and drinks to go with the menu
- Named by guests in 5-star Google reviews

Working holiday, New Zealand — Apr 2024 – Dec 2024

- Construction and agriculture

Ski Rental Assistant, Sportservice Erwin Stricker, Bressanone — Jan 2024 – Apr 2024

- Advised customers from different countries on which skis and gear to rent

Senior Waiter, TUI Cruises, Mein Schiff 3 — Sep 2023 – Jan 2024

- Worked in two restaurants on board, 50 to 100 guests per shift

Volunteer English Teacher, D.S.S. Foreign Language Training Centre, Phnom Penh, Cambodia — Jun 2023

Working holiday, Australia — Aug 2022 – May 2023

- Childcare, manufacturing and logistics

Commis de Rang, Hotel Grüner Baum 4★, Bressanone — Dec 2021 – Aug 2022 (part-time)

- First hotel job: served guests and helped them with the menu

EDUCATION

- Nursing Assistant qualification, Landesfachschule "Hannah Arendt", Bozen, 2017 – 2021
- Secondary school diploma, Fachschule für Hauswirtschaft und Ernährung, Kortsch, 2021 – 2022

CERTIFICATES

IELTS Academic 8.0 (C1), British Council, Apr 2026 | Duolingo English Test 130/160 (C1), Jun 2025 | 200-Hour Level 5 TEFL Diploma, World TESOL Academy, Aug 2026 | 120-Hour TESOL/TEFL, Sep 2025 | 60-Hour TEYL, Dec 2025

LANGUAGES

German (native), English (C1), Italian (C1), Spanish (A1)

SKILLS

Handling complaints, training new hospitality staff, recommending wines and drinks, advising customers, working in German, Italian and English. Italian EU passport.