

MARCO VARRIALE
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EDUCATION

University of Naples Federico II

- Bachelor of Science in Marine Biology

Naples, Italy
Fall 2012

WORK EXPERIENCE

Gattopardo restaurant

June 2023 – Present

Manager

- Manage business operations and staff, including hiring and termination process.
- Maintain excellent customer service with guest satisfaction resulting in 90% established repeat business.
- Provide quality assurance and cost effectiveness and maintained a consistent steady growth.
- Create and implement training manuals, shaped company policy, culture, and mission.
- Communicate with our wholesales partners to settle outstanding issues.
- Analyze customer feedback and coordinate with management to continuously improve the customer experience.

Osteria Padre Pio

September 2020 – July 2022

Owner/Manager

- Managed business operations and staff, including hiring and termination process.
- Maintained excellent customer service with guest satisfaction resulting in 90% established repeat business.
- Provided quality assurance and cost effectiveness and maintained a consistent steady growth.
- Created and implemented training manuals, shaped company policy, culture, and mission.
- Managed in collaboration with my CPA all accounts receivables, payables, Federal, State, and local taxes liabilities, insurances and claims and legal responsibilities.
- Negotiated service and product contracts, created a safe and comfortable public atmosphere for guests, employees with low employee turnover; prepared, implemented and enforced budgets allowing for growth and expansion.

Ricciardella CPA

Tax Preparer

October 2019 – present

- Prepared monthly and annual tax reports for small business and individual clients.
- Supported management by processing invoices and documents with consistent on-time delivery.
- Interviewed clients to collect information and gather necessary paperwork prior to preparing tax returns.
- Maintained positive relationships with clients, handled daily phone calls and emails.
- Managed electronic tax records using QuickBooks.
- Ensured confidentiality of client information.

The Italian Job Restaurant

October 2017 – October 2018

Manager

- Greeted and directed visitors and answered all inquiries.
- Prepared merchandise for sales floor.
- Achieved sales goals through product recommendations to guests.
- Handled purchases in cash, credit cards, and ATM debit per company policy.
- Performed administrative duties such as filing and photocopying.
- Worked collaboratively in team environment.

Onais SRL Gold and Silver Jewelry

October 2009– October 2013

Store Manager & eCommerce Director

- Provided a friendly environment, including greeting clients.
- Prepared merchandise for sales floor
- Handled purchases in cash, credit cards, and ATM debit per company policy.
- Worked collaboratively in team environment.
- Worked with the merchandiser to ensure appropriate merchandise stock levels.
- Provided sufficient staffing for store needs at all times.

Varriale, TLC

January 2007– December 2015

CEO

- Managed a sales team by working side by side with Vodafone.
- Motivating sales team.
- Maintaining metrics, reports, process documentation, customer services, and training.
- Resolved customer complaints regarding sales and service. Making sure the 1,500 customers had the best experience with our agency.
- Adjusting coaching techniques, based on the strengths and weaknesses.

SKILLS

- Proficient in Microsoft Office, Word, Excel, and PowerPoint.
- Proficient in social media platforms and Zoom.
- Proficient in Italian.
- Strong listening and communication skills.
- Strong customer service and sales techniques.
- Safety and Sanitation.
- Diagnostics, and repairs.