


# SOFIA RATTO

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION

 [www.linkedin.com/in/sofia-ratto](https://www.linkedin.com/in/sofia-ratto)

 +45-31866177

 [sofiaratto.rs@gmail.com](mailto:sofiaratto.rs@gmail.com)

 Copenhagen, Denmark

## SUMMARY

I'm a professional experienced in personnel management and efficient claims handling, committed to conflict resolution and the effective execution of tasks to optimise results. I consider myself a creative and detail-oriented person who strives for excellence in everything I do. I'm continuously seeking to expand my skills by digging into the field of web design and social media strategy, committed to lifelong learning and adapting to new technologies and trends.

## SKILLS/TOOLS

- Communication skills
- Conflict resolution skills
- Microsoft Office
- WordPress
- Adobe Photoshop
- Canva
- Google Search Console
- Google Analytics

## EXPERIENCE

### Administration Manager

Orangeriet Restaurant, Copenhagen, Denmark. • March 2022 - November 2023

Responsible for overseeing the administration and management of the restaurant, I carried out the following tasks:

- Handling and resolving customer complaints, both in-person and online.
- Managing staff, creating schedules, and addressing their needs.
- Stock control.
- Cash management.

### Manager

BUKA, Bakery. Copenhagen, Denmark. • October 2021 - February 2022

I carried out partial administration of the café/pastry shop, performing the following tasks:

- Customer service, handling and managing complaints.
- Stock control and inventory maintenance.
- Staff training

## EDUCATION

### Bachelor's Degree in Business Administration

Faculty of Economics and Statistics, Universidad Nacional de Rosario, 2014-2024

## LANGUAGES

- Spanish, native language.
- English, advanced level.

## INTERESTS

I enjoy practising aerial dance (sacale lo de aerial skills porque no es un ejemplo de aerial dance), as it gives me a sense of freedom. I like engaging in social media and staying up-to-date with the latest trends.

## REFERENCES

BUKA, Magdalena Bertone + 393289264656

ORANGERIET, Gabriela Montesinos + 56982896350