



Alice Zanni

I'm a Franco-Italian student in London with a passion for hospitality and data, eager to learn and take on challenges!

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Languages

French (Native)

English (Fluent)

Italian (Native)

Spanish (Basic)

About

With luxury customer service experience at Prada and Champagne et Frommage, I excel in high-pressure environments. Fluent in multiple languages, skilled in product recommendations, and passionate about retail excellence.

BRANDS WORKED WITH

Prada Group

The Flutes Agency

Champagne et Frommage

EKORE Digital Twin Solutions

GPW

Bouygues Construction

Experience

Data Analyst

EKORE Digital Twin Solutions | Mar 2024 - Aug 2024

- Optimised five PowerBI dashboards for three clients to improve building management and energy efficiency.
- Transformed over 20 datasets into clean, actionable data for PowerBI integration.
- Conducted market research on BIM and IT consulting competitors, doubling the database and shaping the startup's strategic positioning.



Waitress

Prada | Nov 2023 - Mar 2024

- Ensured high standards of service in a luxury restaurant in three different languages.
- Managed high-pressure 90-cover shifts, catering to Prada's VIP clientele during fashion weeks and special events.
- Developed time management and task prioritisation skills, balancing academic responsibilities with demanding work hours.



Part-Time Waitress and Hostess

The Flutes | Oct 2022 - Jul 2023

- Ensured service and met clients needs at high end venues such as Club Wembley and Lord's Cricket Ground.
- Collaborated with a dynamic team to solve problems swiftly, maintaining high standards in fast-paced environments.

Political Risk Consultant

GPW | Sep 2022 - Oct 2022

- Conducted in-depth risk analysis on Guinean mining sector amid the 2022 coup, with insights that were integrated into two client accounts.



Data Analyst

Bouygues Construction | May 2022 - Jul 2022

- Streamlined KPIs for the Digital Transformation team, optimising PowerBI dashboards.
- Analysed over 250 feedback entries to create customised charts and provide pertinent data usage.

Part-Time Waitress

Champagne et Frommage | Sep 2021 - Sep 2022

- Enhanced guest experience by recommending products, preparing champagne cocktails and curating appetisers.
- Participated in training sessions on cheese and champagne pairing, enhancing my product knowledge and advisory skills.

Education & Training

2021 - 2025 ● University College London

European Politics and Quantitative Methods,