

FABIO SARTORI

Miami Beach, FL

Hospitality / Property / Space Experience Manager

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Languages: **Italian** (Native), **English** (Fluent), **Spanish** (Basic)

PROFESSIONAL PROFILE

Hospitality and Property Experience Manager with a strong background in guest relations, property operations, and space identity.

Proven ability to manage daily operations, deliver high-level guest experience, and support owners through hands-on problem solving.

Combines operational reliability with artistic and curatorial sensibility to create well-functioning, coherent, and memorable hospitality environments.

CORE SKILLS

- Guest Experience & Relations
 - Property & Operations Management
 - Boutique Hospitality
 - Space Setup & Functional Aesthetics
 - Maintenance & Vendor Coordination
 - Problem Solving & On-site Support
 - Staff & Process Coordination
 - Owner & Management Support
 - Communication & Digital Tools
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PROFESSIONAL EXPERIENCE

Guest Manager / Property Manager

Villa Venezia B&B – Miami Beach, Florida (US)

2024 – 2025

- Managed daily guest operations for a boutique hospitality property
 - Primary point of contact for guests before, during, and after their stay
 - Ensured high standards of service, cleanliness, and property functionality
 - Coordinated maintenance, vendors, and on-site interventions
 - Resolved guest issues efficiently, maintaining high satisfaction levels
 - Frequently mentioned by name in guest reviews
 - Contributed to a 95% rate of 10/10 reviews on Booking
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Guest Manager / Property Support

Private Property – Horsmonden, Tonbridge, Kent (UK)

2023 – 2024

- Managed guest experience and day-to-day property support
 - Oversaw space setup and functional aesthetics for hospitality use
 - Coordinated maintenance activities and external vendors
 - Provided on-site problem solving and operational support
 - Ensured smooth operations and positive guest experience
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Operations, Digital & Process Manager

San Marco S.r.l. – Beverage Import & Distribution (Italy)

9-year

- Led the digital transformation of a major beverage importer
- Designed and built two e-commerce platforms from scratch

- Structured internal processes for online sales and operations
- Trained staff in digital tools, communication, and workflows
- Created operational guides and process documentation
- Supported management in aligning sales, marketing, and logistics

Project Manager / Creative & Web Consultant

Freelance – Italy & UK

Multiple years

- Supported small and medium business owners across hospitality, retail, and services
- Managed web, communication, and operational projects
- Acted as problem solver between creative, technical, and business needs

ARTISTIC & CURATORIAL BACKGROUND (*Selective*)

- Formal education in Art and Industrial Design
- Sculptor with participation in multiple exhibitions (including marble sculpture)
- Curator and exhibition coordinator for national-level art shows in Italy
- Close collaboration with artists, curators, media, and institutions
- Creator of a digital art exhibition exploring AI and visual narratives

(This background informs space awareness, layout, and guest perception in hospitality environments.)

ADDITIONAL EXPERIENCE

- Residential project coordination (construction support, outdoor planning, fencing, concrete work)
- Hands-on approach to space functionality and maintenance
- Strong cultural adaptability (Italy, UK, USA, Spain)

AVAILABILITY

Open to full-time roles in hospitality and property management within Miami Beach and surrounding areas.

CV updated in January 2026

