

SUSANNA FIORI

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Location: Dubai, UAE

Languages

- Mother Tongue: **Italian**
- Fluency in **English** and **French**

SUMMARY

Organized and proactive professional with **5+ years of international experience** in **project support, reporting, and business operations**. Experienced in humanitarian and development contexts, with a proven ability to coordinate activities, manage stakeholder communication, and ensure successful project outcomes.

WORK EXPERIENCE

International Organization for Migration (IOM)

Niamey - Niger

Reporting Associate

02/2023 - 03/2024

- Compiled donor reports, ensuring accurate presentation of program activities and results for external partners and senior management.
- Prepared communication materials, including factsheets, briefings, and updates, to highlight program progress and achievements.
- Organized and managed supporting documents for meetings with partners, stakeholders, and senior leadership.

Reporting Intern

03/2022 - 12/2022

- Assisted the reporting team in producing periodic reports and communication materials, consolidating data and key updates from ongoing projects.
- Handled administrative and ad hoc tasks, including drafting meeting minutes, tracking media coverage, and maintaining accurate databases.

Takeaway.com

Amsterdam - The Netherlands

09/2021 - 02/2022

Berlin - Germany

09/2019 - 07/2021

Workforce Management Specialist

- Monitored and analyzed operational data to plan and adjust staffing schedules, ensuring targets were met.
- Supported senior management on process-improvement projects, coordinating tasks and follow-ups across teams.
- Drafted and maintained clear procedural documents to streamline daily operations and ensure accuracy.

Delivery Hero SE / Foodora GmbH

Berlin - Germany

Workforce Management Administrator

10/2018 - 08/2019

- Planned and managed team schedules, optimizing capacity and ensuring operational effectiveness.
- Acted as a contact point across departments, consolidating information and reporting key updates to senior management.

Team Lead (Dispatch France)

06/2018 - 10/2018

- Managed a team of Fleet Communication Managers, supporting performance optimization and ensuring operational compliance in the French market.
- Detected and discussed potential operational improvements, serving as the liaison between HQ and the regional office.

Fleet Communications Manager

11/2017 - 06/2018

- Supported delivery operations for several European countries, optimizing daily workflows and providing real-time support to local teams.
- Prepared reports for international management, identifying operational challenges, recommending improvements, and sharing best practices to enhance performance.

Europe Direct Hauts-de-France

Amiens - France

09/2015 - 01/2016

Intern

- Assisted in the development and implementation of projects and educational activities for schools and local associations, supporting planning, coordination, and execution.

EDUCATION

Master's in International and European Law, Major in Public International Law

09/2021 - 07/2023

University of Amsterdam, Amsterdam Law School

Master's in European Studies, Major in Politics of European Union

10/2013 - 02/2017

University of Padua, Department of Political Science, Law and International Studies

Erasmus Study Program - Sciences Po Toulouse

09/2009 - 07/2010

Bachelor's in Political and Administrative Sciences, Major in Political Sciences and International Relations

10/2008 - 04/2013

University of Sassari, Department of Political Sciences, Communication Sciences and Information Engineering

SKILLS

- Microsoft Office & Google Workspace • PM Tools
- Reporting & Data Analysis
- Professional and Multilingual communication
- Confidentiality & Attention to Detail