



Rosanna Palumbo, Office Manager

Rosanna has a diverse background in sales, human resources management and administration. This combination of experience underpins her work at URPS. Her administration skills informs the way she composes documents, brochures, posters, advertisements and invitations; while her sales and human resources experience means that she understands the importance of being accessible and responsive to clients. Rosanna's experience at the Mercure Grosvenor Hotel and the National Wine Centre also means that she takes pride of the professional interface she provides between URPS and our clients.



Donna Ruggiero, Receptionist

Donna is an experienced Receptionist within the building /engineering industry. Part of a strong administration team at URPS, Donna's knowledge and experience means that she has a practical and intuitive approach to presenting and packaging URPS documents. Donna is also customer focused, ensuring that URPS clients are always promptly cared for and attended to.



Areas of Expertise

- Client liaison
- Database management
- Administration
- Book keeping
- Consultation arrangements
- Document preparation, design, distribution