

Simona Caccioppoli

Curriculum Vitae

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Profile

I have a degree in Intercultural Linguistic Mediation with various work experiences as an interpreter-translator and commercial assistant in the tourism, food and wine and industrial fields. During my career I have held positions of responsibility, gained international experience and developed teamworking and interfacing skills with customers and suppliers. Given my background, sunny personality and passion for international cultures, I am particularly interested in the foreign trade sector, with the aspiration of embarking on a stimulating professional growth path.

Personal information

name and surname Simona Angela Caccioppoli
date and place of birth May 1, 1992 — Brindisi, Italy
residence via Campo degli Svizzeri 84-b, Forlì, 47121, Italy
citizenship Italian
driving license cat. B

Work experience

- Nov. 2023 - present • **Customer Service Officer at Adapa Italy S.p.A.** (Forlì, Italy)
Employed in the chemical-industrial sector for a multinational group in the B2B distribution of plastic film products, such as packaging and labelling. Among the duties performed:
- Interfacing with other group offices for product requests in the phases of quotation, sampling, order, shipment, and complaints;
 - Contact person for customer requests based in Italy for the product lines developed by the other offices (request for quotation, sampling, and orders).
- Jun. 2022 - Oct. 2023 • **Inside Sales at Ingram Micro GmbH** (Vienna, Austria)
Employed in the Information Technology (IT) sector for the B2B distribution of hardware and software products for the Austrian market within the Business team Channel Sales, with following tasks:
- Management of commercial relations relating to customer support (order processing in the phases between post-sales and shipping, forwarding offers, and interfacing with customers for order status requests);
 - Management of admin operations on management system (insertion of price lists, order invoicing, and operational correction of errors on pending or already shipped orders).
 - Sales back office training to trainees

- Apr. 2021 - Jun. 2022 • **Marketing Assistant *spusu Italia*** at **Mass Response Service GmbH** (Vienna, Austria)
Employed in the telephony sector for the Italian brand *spusu S.r.l.*, with following tasks:
- Management of B2B commercial relations (requests for estimates, translation of correspondence between Italian and German, relations with accounting);
 - Marketing planning (creation of the editorial calendar, social media management, competitor analysis, and earned/paid/owned-media data collection, organization of prize contests, and online newspaper advertising planning);
 - Problem solving coordination between the Italian customer service and the Austrian technical support (requests for improvements, feasibility analysis, and translation of website updates).
- Oct. 2020 - Mar. 2021 • **Inside Sales Representative** at **Mohwinckel S.r.l.** (Trezzano sul Naviglio, Italy)
Employed in the chemical-plastic industrial sector on four product lines (colloid mills, insulating plates, marking machines and marking paints for cables and optical fibers), with interfacing tasks with German and Austrian suppliers, and assistance to Italian customers in the phases between sales and after-sales (requests for quotes, inventory control, supplier orders, shipment control and payment reminders).
- Jan. 2018 - Oct. 2020 • **Customer Success Assistant** at **Payper Industrial Wear S.r.l.** (Fiumana, Italy)
Employed in the textile-clothing sector (workwear and corporate wear) with commercial back-office tasks towards Italy, Germany, Austria and Switzerland (processing orders, customer assistance, translation of technical-commercial forms, and assistance to the returns and complaints office), technical training for the German branch, and company contact person for the fire prevention and safety team).
- Sep. 2016 - Dec. 2017 • **Junior Export Manager** at **Cantina Sociale di Cesena** (Cesena, Italy)
Winner of a regional tender between the University of Bologna and the Forlì Chamber of Commerce for the position of temporary export manager in a winery with a focus on Germany-Austria and North America, with following responsibilities:
- B2B management (customer care and search for potential, market surveys and collaborations with e-commerce platforms, translation of technical data sheets and presence at national and international fairs and workshops);
 - Marketing planning (management of content on social media, advertising, and mailing lists in Italian, English and German);
 - B2C coordination (organization of events inside the cellar).

Minor experiences

- Jul. 2016 • **Interpreter** at **Fimeco S.r.l.** (Controguerra, Italia)
Interpreter on call for a mechatronic company towards a german customer.
- May 2016 - Sep. 2016 • **Receptionist** at **Socialturist S.r.l.** (Martinsicuro, Italy)
Employed as front office staff, welcoming Italian and international guests, for the 4-star campsite and holiday resort Riva Nuova.
- Jul. 2015 - Aug. 2015 • **Activity Leader** at **STS - Student Travel Schools** (Oxford, UK)
Employed as activity leader for an agency specialized in study holidays and cultural exchanges, and as a linguistic mediator in a three-week educational project aimed at Italian youths in Oxford with organizational, training and recreational duties.
- Jun. 2014 • **Translator** at **PubliOne S.r.l.** (Forlì, Italy)
University curricular internship as a campaign translator, advertising (in English and German) and marketing / social media collaborator.

Educational qualifications

- Mar. 2016 • **Bachelor's degree in Intercultural and Linguistic Mediation**
- at University of Bologna
 - score 100/110
 - degree thesis about the translation of the theatrical text *Leandro, Rei da Helíria* from Portuguese to Italian
- Jun. 2015 • **Erasmus+**
- at University of Porto (Portugal)
 - department of *Languages, literature and translation*
 - duration 9 months
- Jul. 2011 • **High school diploma**
- at *Anita Lichtenstein Gesamtschule* in Geilenkirchen (Germany)
 - score 2.7

Language abilities

<i>Italian</i>	Native speaker
<i>English</i>	Advanced
<i>German</i>	Advanced
<i>Portuguese</i>	Intermediate

Computer and working skills

<i>Operating system</i>	Windows, macOS
<i>Software</i>	Outlook, Excel, Word, PowerPoint, Mago, Stealth

Participations

- Workshop *Die Vier Jahreszeiten der Emilia-Romagna* — 23rd Oct. 2017 — Munich (Germany)
- Workshop *Enjoy, it's from Europe* — 2nd - 5th Oct. 2017 — New York (USA)
- Trade fair *Vinitaly* — 9th - 12th April 2017 — Verona (Italy)
- Trade fair *Prowein* — 19th - 21st March 2017 — Düsseldorf (Germany)
- Workshop *Simply Italian Great Wines* — 24th-26th Oct. 2016 — New York - Los Angeles (USA)
- Conference *H2O - More than just a drop* promoted by the European Science Parliament — 24th-25th March 2010 — Aachen (Germany)

Extra activities

- Volunteer for the Italian Red Cross
- Dance enthusiast and licensed *PADI Open Water Diver*
- Blood donor

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March 24, 2024

Signature:

