

**BIANCA MARCHETTI**  
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### **Key skills**

- Languages: Italian (native)  
English (fluent)  
Spanish (advanced)
  - Effective communication
  - Flexibility
  - Reliability
  - Time management
  - Teamwork
  - Problem solving
  - Motivation and initiative
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### **Education and Qualification**

February 2021-present: Start2impact (remote)

Full stack web development online course

Currently studying:

- HTML/CSS/Bootstrap
- JavaScript
- React
- PHP/MySQL
- WordPress
- Node.js

September 2014-June 2015: Ealing, Hammersmith and West London College (England)

Diploma in Travel and Tourism Level 2 (Grade Distinction)

November 2012: University of Urbino (Italy)

Degree in Foreign Languages and Literatures

Result: 110/110 with honours

Equivalent to British Bachelor degree

June 2009: "F. Angeloni" High school in Terni (Italy)

Diploma di Maturità Linguistica

Result: 100/100 with honours

Equivalent to the overall GCE Advanced level

## **Employment**

- April 2020-present  
Transcriptionist, search engine evaluator and social media evaluator at “Appen” (remote)  
(<https://appen.com/>)  
Duties include: transcribing Italian recorded audios to text, analyzing search results for relevancy and quality and following instructions to ensure that a social network newsfeed is relevant and accurate.
  - November 2018-February 2020  
Customer service representative and marketing operator at “Terniauto S.r.l.” in Terni (Italy)  
(<https://www.terniauto.it/>)  
Duties include: managing leads generated by Facebook, Google AdWords and the head office over the telephone and via email (BDC), contacting customers to propose after sales-services, responding promptly to clients’ enquiries and monitoring their satisfaction about services provided.
  - December 2017-July 2018  
Receptionist in the dental clinic run by Vittorio and Fabrizio Filabbi in Terni (Italy)  
Duties include: welcoming patients, dealing with patients and suppliers over the telephone and via email, managing appointments, taking payments and bookkeeping.
  - December 2016-July 2017  
Travel Consultant at “Tiva Viaggi” travel agency in Terni (Italy)  
(<http://www.tivaviaggi.com>)  
Duties include: booking hotel rooms, rail tickets and flights, determining clients’ needs and suggesting suitable travel packages and supplying travelers with information and useful travel/holiday material.
  - June 2015-February 2016  
Customer service representative at “Business Travel Direct” travel company in London (England)  
(<http://www.busesstraveldirect.co.uk/>)  
Duties include: booking, amending, exchanging and refunding rail tickets using “Evolvi” and “Trainline”, booking hotel rooms using “Conferma”, responding promptly to clients’ enquiries over the telephone and via email and acknowledging and resolving customer complaints.
  - July 2013-June 2015  
Sales assistant at “FARA” charity shop in London (England)  
(<http://www.faracharityshops.org/>)  
Duties include: serving customers, helping them to find the products they are looking for, dealing with complaining customers, restocking the shop, keeping the shop clean and tidy, pricing and cashing up.
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## **Additional information**

In August 2009, I received a prize of 500 Euros for being among the 5 best students in my town, Terni (Italy)

January 23<sup>rd</sup> 2015: Certificate of work experience in Bristol airport, issued by Swissport (England)

March 2015: Galileo CRS Certificate issued by Ealing, Hammersmith and West London College (England)

January 13<sup>th</sup> 2018: Health and Safety in High Risk Environments Certificate issued by Editalia & Sicurezza Srl, Barletta (Italy)