



Ilenia Contessa

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About me: I love learning new things and exploring the world. I've always had the passion for foreign languages - I can speak Italian, English, German, French, Chinese and have studied Swedish and Irish gaelic as well - so I told myself: why not trying another type of languages, programming languages? Here I am studying Full stack development on Start2impact. I'm also working on the project Messaggeri Digitali, a web agency born in Palermo with the purpose of aiding companies and other freelancers digitize their ideas,

● WORK EXPERIENCE

01/11/2019 – CURRENT – Palermo, Italy

SOCIAL MEDIA MANAGER – Messaggeri Digitali di Ilenia Contessa

Copywriting
Strategy
SEO analysis
Community management
Web reputation

14/11/2018 – 14/06/2019 – Bremen, Germany

IMPORT EXPORT SPECIALIST – Inspirion GmbH

Sales management
Use of the SAP system
Coordination of the company's international activities
Definition of commercial policies and actions for the development of the products in the Italian market
Planning and organizing the product / service distribution network in Italy
Identification of Italian distributors
Analysis of the competitors and evaluation of further commercial initiatives on the distribution network to increase turnover
Establishment and maintenance of commercial and institutional agreements with local partners
Working together with the Marketing office to create the best kinds of offers from a visual point of view
Participation in exhibitions
Translation
Customer service

01/09/2018 – 06/2019 – Bremen, Germany

ITALIAN TEACHER – VHS Bremen

Teaching Italian to German speaking adults.
Organizing activities regarding Italian culture and traditions

01/03/2018 – 09/11/2018 – Bremen, Germany

CUSTOMER SERVICE SPECIALIST – Flyline GmbH

Use of the Pegasus program
Italian and English language
Inbound calls
Booking, cancellation, change of flights
Customer support in the event of a strike
Travel agencies support

01/09/2016 – 01/09/2017 – Leipzig, Germany

ADMINISTRATIVE ASSISTANT – Movingtech Deutschland GmbH

Dispatch of correspondence
Keeping note of the commitments
Improving and facilitating the organizational progress of the entire office

Sort and filter incoming and outgoing phone calls
Manage relationships with suppliers and with the accountant
Back office activities
Document translation Italian-German or German-Italian, English-Chinese Chinese-English
Outbound call center service for the Italtel company
Creation of invoices in German, English, Italian and Chinese

01/03/2015 – 01/02/2016 – Leipzig, Germany

GUEST SERVICE ASSOCIATE – Buhl Gastronomie GmbH

Buffet organization
Catering for the Leipzig Fair Trade
Breakfast service in different hotels
Support in the organization of exhibitions

01/09/2012 – 01/10/2012 – Berlin, Germany

SALES ASSISTANT – Stark in Mitte

Stage as a sale assistant for a souvenir shop in Berlin

01/03/2012 – 01/04/2012 – Palermo, Italy

RECEPTIONIST – Federico II Hotel

Stage as a receptionist in a four star hotel in Palermo.

● **EDUCATION AND TRAINING**

25/09/2020 – CURRENT

FULL STACK DEVELOPMENT – Start2impact

16/03/2020 – 31/03/2020

DIGITAL MARKETING SPECIALIST – Manpower

Digital Marketing
SEO/SEM/SEA
Wordpress
Funnel strategy
Google Ads
Landing page
E-mail marketing

<https://www.manpower.it/>

01/2020 – 01/2020

FUNDAMENTS OF DIGITAL MARKETING – Google

30/09/2019 – 13/11/2019

SOCIAL MEDIA SPECIALIST – Randstad

160 hours of training in:
Social media Marketing
Facebook
Instagram
Linkedin
Twitter
SEO
Advertising and sponsorship
Google analytics
Google adv
Web reputation
Storytelling
Content management

German language B2
 German linguistics
 Chinese Language I, II, III, IV and V
 Chinese History I, II
 Chinese society
 Ancient Chinese I, II
 Introduction to the study of Sinology
 Course on the history of Buddhism
 Buddhism and Chinese literature
 Religious pluralism
 Irish Language I, II
 Swedish Language I

EQF level 6 | <https://www.uni-leipzig.de/en/>

14/09/2008 – 03/07/2013

TECHNICAL EXPERT FOR TOURISM – ITTG Mario Rutelli

Italian and European literature
 Italian and European History
 Mathematics
 Physical education
 Tourist-business disciplines
 Commercial law
 English
 French
 German
 Geography
 Art history
 EQF level 5

● **LANGUAGE SKILLS**

Mother tongue(s): ITALIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
GERMAN	C1	C1	C1	C1	C1
FRENCH	B1	B2	B1	B1	B1
CHINESE	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Word | Outlook | Pegasus | Lexware | ERPSAP | Open Office (Open Office Writer Open Office Calc) | Basi di HTML | Basi di CSS | Basic GitHub

Digital marketing

Facebook | Facebook Business Manager | Graphic design in Canva | Good knowledge of SEO | Social Media | Google Gmail Google Drive Google Docs Google Slides | Google advertising | Copywriting | Creator Studio | Word Press | Zoom | Slack Skype etc | Skype WhatsApp Messenger | Instagram

● **DRIVING LICENCE**

Driving Licence: AM

Driving Licence: **A1**
Driving Licence: **B**

● **PROJECTS**

01/12/2019 – CURRENT

Translation of a book

Translation of a book for the Traditional Pietas Association from Italian to English which will be published at the end of 2020.

● **ORGANISATIONAL SKILLS**

Organizational/Managerial skills

- Excellent organizational and management skills developed during my work as a secretary at the company Movingtech Deutschland where I worked as an intermediary between Italy and Germany.
Further improvement of these skills acquired at the Inspirion company, where I had the task of dealing with the commercial as well as the bureaucratic side, together with the supervision of the logistics and accounting section to make them cooperate in the best way during the whole offer-sale-shipment process, for short / medium periods even alone, because of my colleagues' business trips

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication

- Good communication skills acquired thanks to my customer service experience, developing a high resistance to stressful situations and orientation to a fast problem-solving mindset as well an empathetic way of approaching customers
- Translation
- Good skills in B2B sales

● **HOBBIES AND INTERESTS**

Farming

Participation in the WWOOF project in Ireland, where I had the following duties:
Gardening, DIY, animal care (mainly a sheepfold), construction and decoration of furniture

Culture and traditions

I'm passionate about history and classical philosophy, I am part of the Traditional Association Pietas which handles the aforementioned arguments.