






SILVIA NUMA Curriculum Vitae

A friendly and spontaneous personality with good communication skills. A positive outlook to constantly learn new skills, meet new people and achieve fulfilling results. Hard worker with a high sense of responsibility and organisation who enjoys teamwork and busy environments.

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WORK EXPERIENCE

- **Customer Relations Assistant at The Argyll Club (October 2019-August 2020)**
Reception service and providing a professional telephone answering service.
Coordinate post, couriers and travel requirements for customers and the centre.
Full secretarial and administrative support to customers as required.
Ensuring all chargeable work is correctly and accurately logged and billed via Centre Vision billing platform.
Handling all bookings for meeting rooms, equipment and catering requirements.
Developing good working knowledge of the systems and any audio visual or video conferencing equipment.
Liaising with the appropriate department to control repairs and maintenance of the building.
- **Receptionist at Enoteca Da Luca (Liverpool Street) (August 2017-August 2019)**
Welcoming and greeting customers.
Taking reservations by phone, email, and walk-ins.
Taking care of the organization of parties and events for bigger groups.
- **Retail Assistant Manager at The Natural Shoe Store (March 2014- July 2017)**
Providing Customer Assistance in the shop and over the phone.
Responsible for window display and shop standards.
Key Holder.
Till duties, cashing up, banking, reporting the figures to the head office.
Managing orders and stock.
Leading the team.
Solving problems.
- **Freelancer, Tourist Guide Italy (July 2012-March 2014)**
Organisation of tours for individuals or groups.
Booking meals at restaurants and booking visits to museums and monuments.
- **Secretary Fencing Club "A. Di Ciolo" Pisa (Italy) (October 2009-March 2012)**
Receptionist duties.
Collecting memberships fares.
Competitions and athletes' logistic bookings.

EDUCATION

- Tourist Guide Certificate Pisa, Italy (final grade 85/100).
- Degree in Foreign Languages, Venice, Italy (final grade 72/100).
- DELE (Spanish degree), Level B2 Advanced (final grade 90.33/100).

LANGUAGES

- Italian (Mother tongue)
- English (Fluent)
- Spanish (Fluent)

IT SKILLS

- Microsoft Office package (Word, Power Point, Excel).