



## Chiara Giuffrè

**Nationality:** Italian **Date of birth:** 26/03/2000 **Gender:** Female

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**Home:** Via Maresciallo Guglielmo Pecori Giraldi 83, 90123 Palermo (Italy)

### WORK EXPERIENCE

#### Hospitality establishment receptionist

**Euro Disney Associés S.A.S.** [ 09/01/2024 – Current ]

**City:** Paris | **Country:** France

- Collaboration with teams to ensure an effective reception service.
- Preparation of the arrival and check-out plan for the day and preparation of the related documentation.
- Organization of guest reception activities, verification of reservations, and special requests.
- Processing or archiving of documents and communications for internal use.
- Management of any problems and inefficiencies reported by the customer, resolving the issue quickly and proactively.
- Use of the Opera cloud system to manage hotel assets.

#### Account Manager

**Whig** [ 26/06/2023 – 04/01/2024 ]

**City:** Palermo | **Country:** Italy

- Maintenance of work files
- Relations with suppliers
- Organization of balance sheets
- Customer Service

#### Translator

**Freelance** [ 01/10/2022 – 01/06/2023 ]

**City:** Palermo | **Country:** Italy

- Translated documents in English and Italian. Conferred with subject matter experts and other colleagues to establish a precise understanding of specialized concepts.
- Reviewed final works to spot and correct punctuation, grammar, and translation errors.
- Applied cultural understanding to discern specific meanings beyond literal written words.
- Replicated flow, style, and overall meaning of original texts.
- Communicated effectively with clients to establish the scope and requirements of translation, following up after submission of work to
- confirm satisfaction and understanding.

#### Customer service representative

**Aeroporto Falcone e Borsellino (Internship)** [ 08/2021 – 08/2021 ]

**City:** Palermo | **Country:** Italy

- Resolved customer requests, questions, and complaints by analyzing individual situations and determining the best use of resources.
- Coordinated with ramp agents to successfully store, remove, and transport customer baggage.
- Provided a high level of customer service to each person by engaging customers and using active listening and effective interpersonal skills.
- Helped by translating customer paperwork and company documentation.

## Tutorial Teacher

**University internship** [ 01/2021 – 05/2021 ]

City: Palermo | Country: Italy

- Collaborated with students to complete homework assignments, and planned lessons to identify lagging skills and correct weaknesses.
- Collaborated with parents to create tutoring sessions appropriate for student's ages, learning preferences, and learning styles.
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Designed engaging lessons, using art and visual aids to enhance the learning process.

## Museum assistant

**School Internship** [ 01/2017 – 06/2017 ]

City: Palermo | Country: Italy

- Notified superior when restoration of artifacts required outside experts.
- Entered information about museum foreign visitors into computer databases.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Identified and responded to customer requests and concerns through email, online chat, and phone for English, French, and Italian-speaking customers.

## EDUCATION AND TRAINING

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### Translator and Interpreter Bachelor

**SSML - SCUOLA SUPERIORE PER MEDIATORI LINGUISTICI** [ 10/2019 – 09/2022 ]

City: Palermo | Country: Italy | Website: <https://www.mediatorelinguistico.it/> | Field(s) of study: Translating and Interpreting

### Diploma linguistico

**Liceo delle Scienze Umane e Linguistico "Danilo Dolci"** [ 09/2013 – 06/2019 ]

City: Palermo | Country: Italy | Website: <https://www.liceodanilodolci.edu.it/>

## LANGUAGE SKILLS

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**Mother tongue(s):** Italian

**Other language(s):**

### English

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

### French

**LISTENING C1 READING C1 WRITING B2**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

### Spanish

**LISTENING B2 READING B2 WRITING B1**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**

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

## SKILLS

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### Microsoft

Microsoft Word / Microsoft Excel / Microsoft Office / Microsoft Powerpoint

## Interviews

Skype / Zoom / LinkedIn / Social Media

## Google and Email

Google Drive / Google Docs / Outlook

## Personal Skills

Good listener and communicator / Organizational and planning skills / customer service

## HONOURS AND AWARDS

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[ 01/2022 ] CENTRO MASTERLY

### **Public Relations course**

Completed professional development with maximum grade.

[ 05/2022 ] CENTRO MASTERLY

### **Informatics course**

Working with Microsoft Word, Excel, and PowerPoint, and also with Google Docs and Spreadsheets. Course completed with maximum grade.