

WORK EXPERIENCE

TEAM LEADER

Pret A Manger | Edinburgh | 2014-2020

- Daily performance built on Sales targets, Standards' compliance, Team Happiness and Customer Satisfaction.
- Key Performance Indicators out-performed two years in a row, lifting a branch, who was performance-wise at the bottom, to the top of UK profits' measures.
- Experienced with Stock management, Profit reports, Rota and Team building
- Data Analysis

LIBRARIAN

University of Macerata | Italy | 2012-2014

- Database management, Index sorting, Customer service
- Creation of themed events, Constant learning through seminars and university experience

FREELANCE TRANSLATOR AND TEACHER

Italy | 2005-2014 | UK | 2019

- Translation Italian-English and Reversed for private clients
- Teaching support for kids in Primary and Secondary schools on English and Italian languages

EDUCATION HISTORY

PCAP CERTIFICATE - Python Associate Level Certificate

The Open University | 2021

- Python
- Course with PCAP Certificate

WEB DEVELOPMENT HNC

Edinburgh College | 2018-2019

- Web Development languages (HTML, CSS, JS)
- Angular

LANGUAGES AND LITERATURE BACHELOR'S DEGREE

University of Macerata | 2011-2015

- Main Subjects: German, English and Spanish
- Teaching qualification for primary and secondary schools

ONLINE COURSES

Udemy, Italian Open University,

Edinburgh | Ongoing

- Programming principles, Front-End and Back-End languages
- HTML, CSS, JS
- MEAN stack
- Python

LANGUAGES

ITALIAN - native

ENGLISH- fluent

GERMAN -beginner

AREAS OF EXPERTISE

TEAM MANAGEMENT

SHIFT ORGANISATION

**STOCK AND DATABASES
CONTROL**

STANDARDS COMPLIANCE

CUSTOMER SERVICE

DAILY BRIEFINGS

REPORTS

PERSONAL SKILLS

TEAM-BUILDING

CONFLICT RESOLUTION

PROBLEM-SOLVING

COACHING

TIME MANAGEMENT

ADAPTABILITY

FRIENDLY AND

EASY-GOING

TECHNICAL SKILLS

OFFICE SUITE

BASIC ADOBE PHOTOSHOP

VISUAL STUDIO CODE

GIT