

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



dibonaventurasilvia@gmail.com

Dear Sir/Madam,

During my job search I came across the job listing for The Open University Student Recruitment and Support Advisor - reference 17951.

I would be very interested in joining your team.

I have a history of working in Customer Service, I have been Team Leader for Pret a Manger for 6 years and had a fair share of training to fulfil customers' needs. We had a system in place, where we were weekly evaluated by a Mystery Shopper on various details focused on the customer experience.

My shop and my team were always coming out with the highest marks. We even won a Special Customer Award twice in a row in our End Of The Year National Meeting, competing with over 200 shops.

I am currently completing a course in your University as well, a Coding Skills course, which I'm sure could prove extremely useful with fast computer proficiency. I am well-versed in the use of Microsoft Office Package already and I can top up those skills with the ones I am learning from your Course.

As far as my language skills go, I have a Bachelor Degree in Foreign Languages (English, Italian, German) and I studied in the UK, both at the Open University (in progress) and the Edinburgh College, HND Web Development (Final grade: A).

I would love to work for your University in this role that, even if temporary, might give me the chance to take a step into your career paths. I have been willing to join an Academic institution for a long time since I would love to work in a Student environment.

I hope to hear from you and I wish you the best.

Sincerely,

Silvia Di Bonaventura