








Personal

-  **Address**
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-  **Email**
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-  **Driving licence**
B
-  **LinkedIn**
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Languages

- Italian**
- English**
- Spanish**
- French**
- German**

Interests

-  Travelling, practicing outdoor sports, piloting drones
-  Basic knowledge of php language

Work experience

- English Teacher** Apr 2019 - Jul 2019
[C.E.F s.n.c, Brindisi, Italy](#)
 - Planning course material and activities;
 - Identify students with special requirements and create individualized plans;
 - Research new language teaching methods;
 - Manage classroom crises and resolve conflict
- Postman** Feb 2017 - Apr 2017
[Poste Italiane spa, Padua, Italy](#)
 - Sort mail on a sorting frame, get it into address order;
 - Deliver the mail to homes and business;
 - Collect signatures for recorded and registered mail;
 - Operate mailing information systems.
- Rental Sales Agent** May 2016 - Sep 2016
[Avis Budget group spa, Brindisi, Italy](#)
 - Practices frontline friendliness and personalized customer service;
 - Handle telephone conversations and traditional correspondence; Take reserves; Complete paperwork;
 - Prepare and submit weekly and monthly reports of the same;
 - Some administrative duties were also required to process rentals and control the fleet.
- Seller Support Advisor** Sep 2015 - Apr 2016
[Sitel \(Amazon Project\), Lisbon, Portugal](#)
 - Serves as the first point of contact for all Seller escalations;
 - Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures;
- Tax income return operator** Mar 2015 - Jun 2015
[Padua, Italy](#)
 - Prepare or assist in preparing simple to complex tax returns for individuals or small businesses (730, Unico, RED Models) using electronic filing software and calculating estimated tax payments;
 - Interview clients to get a thorough picture of financial situation;
- Booking Operator** Jun 2014 - Sep 2014
[VapaTours srl, Brindisi, Italy](#)
 - Performing administrative duties including faxing, filing and managing incoming and outgoing mail;
 - Booking ferry-boats, flights, hotels and recording travel documentation;
- Trainee as Sales & Marketing Manager** Sep 2013 - Mar 2014
[Agorà Formazione s.r.l, Padua, Italy](#)
 - Gathering, investigating and summarizing market data and trends to draft reports;
 - Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends and suggesting system improvements to achieve the company's marketing goals.
- Trainee as Travel Agency Operator (Leonardo Da Vinci Program)** Sep 2012 - Dec 2012
[Mou-Te Viatges sl, Barcelona, Spain](#)
 - Provide and organise vacation and holidays packages by coordinating and negotiating with airlines, hotels, ground transportation services, tour guides and sightseeing providers, restaurants and other similar businesses;
 - Invoicing and issuing of tickets;
 - Manage web-pages (company web-site and blog, twitter and facebook);
- Customer Service Representative** May 2011 - Jul 2011
[AutoEuropa Sicily by car s.p.a, Brindisi, Italy](#)

- Take reserves and complete paperwork;
- Prepare and submit weekly and monthly reports;
- Responsible for addressing customer's needs and questions and dealing with complaints.

Booking Operator

May 2010 - Sep 2010

Poseidone T.O, Brindisi, Italy

- Booking ferry-boats, hotels and flights;
- Recording travel documentation;
- Performing administrative duties including faxing, filing and managing incoming and outgoing mail;

Italian Cultural Representative (Cultural International Program)

Dec 2008 - Dec 2009

Walt Disney World Company, Orlando, Florida, Usa

- Increasing sales by seeking to speak with everyone and to introduce them to our product.
- Organizing the back-room and keeping the front and stage area clean and well organized.
- Handling different currencies and travellers' cheque.

Business Support Assistant

Feb 2007 - Dec 2007

Crif S.p.a, Bologna, Italy

- Back office for the English branch of the Firm (sending of contracts, billing activities, mailing activities);
- Activities related to communication and event needs of the branches (mailing list, follow up abroad events, description for the company website).

Education and Qualifications

Master's Degree in Management

Sep 2019 - Present

Universitas Online Mercatorum, Brindisi, Italy

Bachelor's Degree in Foreign Languages and Literatures

Oct 2002 - Mar 2007

Alma Mater Studiorum of Bologna, Bologna, Italy

High School Leaving qualification, Accountancy School

1998 - Jul 2002

I.T.C. "G. Maconi", Brindisi, Italy

Technical Director of Travel Agency and Tour Operator

Brindisi, Italy

Drone Pilot, category: VL/MC and CRO VL/MC

Brindisi, Italy

Skills

Business Planning	● ● ● ● ●
Analysis	● ● ● ● ●
Attentive to details	● ● ● ● ●
Fast Learner	● ● ● ● ●
Adaptable	● ● ● ● ●
Organizational Development	● ● ● ● ●
Team Work	● ● ● ● ●
Travel Planning	● ● ● ● ●
Php language	● ● ● ● ●