

SERENA MADDALENA

I'm a postgraduate Marketing MSc student currently living in London, after a gap year spent working in an insurtech company while taking lessons to improve my French skills. Curious, ambitious and self-motivated with proven natural leadership skills.

EDUCATION

KING'S COLLEGE LONDON • 2018 - present
MSc International Marketing

UNIVERSITÀ CATTOLICA DEL SACRO CUORE - MILAN • 2013 - 2017
BA Applied Foreign Languages, *First-Class Honours*
Interdisciplinary program with Majors in English and German and Minors
as Corporate Law, Business Communication, Management, and Marketing.

WORK EXPERIENCE

Customer Success Representative

Cover Genius Ltd
Jun 2017 - Sep 2018

- Responsible for customer enquiries in EN, IT, DE and FR and first-level escalations from my team
- Improved my communication skills through daily interactions with customers, and managing and replying to reviews on social media and Trustpilot
- Developed leadership skills by taking over my supervisor's duties when absent and being a reference point, as senior agent, to my team
- Created and implemented a fortnightly internal newsletter to enhance knowledge of useful topics

Executive Office Intern

U.S. Consulate Milan
May 2016 - Nov 2016

- Developed strong organisational skills by managing a complex schedule of institutional events for the U.S. Consul General in Milan
- Improved my time-management skills by taking a full-time internship while completing my BA and writing my final dissertation

SOFT SKILLS

Leadership	● ● ● ● ●
Problem- Solving	● ● ● ● ●
Time Management	● ● ● ● ●
Teamwork	● ● ● ● ●

LANGUAGES

English	● ● ● ● ●
Italian	● ● ● ● ●
French	● ● ● ● ●
German	● ● ● ● ●

IT SKILLS

HTML	● ● ● ● ●
OS X	● ● ● ● ●
MS Office	● ● ● ● ●
G Suite	● ● ● ● ●

CONTACTS

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