

WORK EXPERIENCE

May 2016
July 2016

Shop assistant

Femme & Chic Uta (CA)

- Direct relationship with customers
- Problem solving
- Order and cleanliness
- Accounting management

Business or sector Sales of clothing and accessories

July 2015
July 2016

Bartender

Zenit Club Uta (CA)

- Job autonomy
- Direct relationship with customers
- Proper use of the Espresso machine, Ginseng machine, etc.
- Correct use of the steam wand used for the mounting of milk
- Problem solving
- Order and cleanliness
- Accounting management
- Ability to work in team

Business or sector Restaurants/bars

June 2012
July 2012

Waitress

"Sea & People" Santa Margherita di Pula (CA)

- Direct relationship with customers
- Management of orders
- Knowing how to understand customers of different Nationality
- Problem solving
- Order and cleanliness
- Accounting management

Business or sector Tourism

May 2009
July 2014

Tourist guide

"Open monuments" of Cagliari

- Guide monuments
- Tourism reception
- Work alongside a specialized guides
- Team work

EDUCATION AND TRAINING

September 2009
June 2014

Certificate Technical Expert for Tourism
Technical Institute "E. Mattei" Decimomannu (CA)

Replace with education or training organisation's name and locality (if relevant, country)

- observe the tourist phenomenon and Develop the Application Detection Program and the users' expectations;
- analyze the marketing choices to be taken to optimize the operation of a tourism company;
- define goals of medium and short-term management, identify the Necessary resources to evaluate purpose of the diversification trends;
- Support the organization of advertising campaigns for the promotion of a tourism product of a Determined territory;
- Support the public, guide their choices, to assist Users During the tourist activities (tours, recreational and cultural activities, etc.);
- facilitate interpersonal communication with the customers, both in the construction phase of the Offer That in That of Operational management of tourist groups;
- Use three foreign languages (written and oral comprehension and production), for a direct relationship with users or with professional foreign partners, both for purposes of study, documentation and professional development.

PERSONAL SKILLS

Mother tongue(s)	Italian				
Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1
Spanish	B1	B1	B1	B1	B1
French	B1	B1	B1	B1	B1
Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user Common European Framework of Reference for Languages					

Communication skills ▪ Excellent communicative skills acquired working in a Bathhouse and in a restaurant.

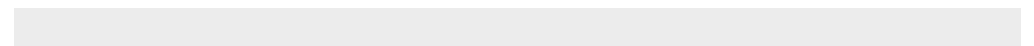
Organisational / managerial skills ▪ Excellent managerial skills acquired working in direct contact with the public in bars and beach clubs.

Job-related skills ▪ Excellent job-related skills acquired working under pressure in beach club, bars and during the open monuments.
 ▪ Excellent command of the native language and foreign languages obtained by direct contact with tourists.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Basic user	Independent user

Levels: Basic user - Independent user - Proficient user
[Digital competences - Self-assessment grid](#)



- good command of photo editing software gained as an amateur photographer
- Excellent skills to work with technology equipment acquired during school years
- good command of the office suite

Other skills ▪ Dance, Photography, Actress

Driving licence B

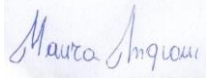
ADDITIONAL INFORMATION

Certifications **Certification Skae “Basic Barista”**
WorkUp Viale Umberto Ticca, 19 Cagliari (Italy)

- History and evolution of the coffee in the world
- Botany of the coffee
- Chain from the plant to the coffee cup (collection, processing, sorting)
- Espresso theory (blend, roasting, seasoning, packaging and storage)
- Espresso machine: maintenance and cleaning
- Grinder on demand
- Theory of cappuccino (correct mount)
- Service and preparation of teas and infusions, hot chocolate, milk with coffee, ect

“In compliance with the Italian Legislative Decree no. 196 dated 30/06/2003, I hereby authorize the recipient of this document to use and process my personal details for the purpose of recruiting and selecting staff and I confirm to be informed of my rights in accordance to art. 7 of the above mentioned decree.”

Signature

A handwritten signature in cursive script, reading "Maura Inghisi". The signature is written in dark ink on a light-colored rectangular background.