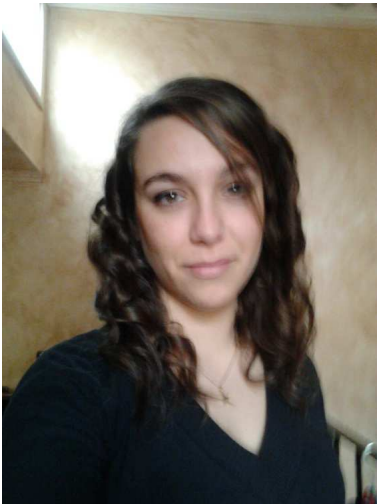


PERSONAL INFORMATION

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR
PERSONAL STATEMENT

I am an efficient and organized person who is able to deal with many tasks at once. I have a background as shop assistant and receptionist and I enjoy helping people and giving them support.

I'm currently looking for a job that can improve my knowledge of foreign languages and follow my wishes, like receptionist or Italian teacher in a language school. My communication skills are very good, I work well under pressure and I enjoy working as part of a team as well as on my own initiative.

WORK EXPERIENCE

May – September 2016

Boutique sales advisor inside a 4* hotel

HOTEL CALA CATERINA, VIA LAGO MAGGIORE 32, VILLASIMIUS (CA) ITA

- Offering face to face advice to customers on the stores products .
- Ensuring the correct display, cleanliness and tidiness of merchandise and promotions.

Business or sector Tourist industry

June – September 2015

Wine shop sales assistant

Enoteca Debertolo - VIA SARDEGNA – 08020 – SAN TEODORO (OT) ITA

- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products .
- Ensuring the correct display, cleanliness and tidiness of merchandise and promotions.
- Giving expert advice to customers regarding products.

Business or sector Retail

July – September 2014

Wine shop sales assistant

Enoteca Debertolo - VIA SARDEGNA – 08020 – SAN TEODORO (OT) ITA

- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products .
- Ensuring the correct display, cleanliness and tidiness of merchandise and promotions.
- Giving expert advice to customers regarding products.

Business or sector Retail

February – March 2014

4* hotel receptionist (university internship program)

HOTEL REGINA MARGHERITA, VIALE REGINA MARGHERITA 44 – CAGLIARI (CA) ITA

- Received guests on arrival with a friendly manner.
- Entered complete details into the computer.
- Answered phones, booked reservations, respond to emails and electronic reservations.

Business or sector Tourist industry

July – September 2013

Costume jewellery store shop assistant

GABRIELA BERMAN-CREAZIONI, SAN TEODORO (OT) ITA

- Offering face to face advice to customers on the stores products .
- Ensuring the correct display, cleanliness and tidiness of merchandise and promotions.

Business or sector Retail

EDUCATION AND TRAINING

2011 - 2015

“Lingue e culture per la comunicazione linguistica” Bachelor's Degree

Università di Cagliari

- English and Spanish language, literature and translation courses.

2006 - 2011

Diploma liceo scientifico

Liceo classico-scientifico Euclide, Cagliari

- Science high school degree

PERSONAL SKILLS

Mother tongue(s)

Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2
Spanish	C1	C1	C1	C1	C1
German	A1	A1	A1	A1	A1
French	A1	A1	A1	A1	A1

Communication skills

- Friendly personality and able to engage customers.
- A strong work ethic and desire to succeed.
- Smart presentable appearance.
- Possess a polite and helpful manner.
- Good and confident communication skills.
- Willing to learn
- Positive attitude.
- Friendly approachable and trustworthy.

Organisational / managerial skills

- Able to work well individually or within a team.
- Always supporting colleagues no matter how challenging the situation.
- Extremely organised with a high level of attention to detail.
- Ability to respond to timeframes and deadlines with pace.

Job-related skills

- Assisting customers with queries in a professional, courteous and friendly manner.
- Acknowledging all customers when they first enter the shop.
- Able to keep an eye open for any unsafe practises and immediately reporting them to a manager.
- Able to help customers find what they want.
- Good with numbers, and able to use modern computerised equipment
- Hard working, self motivated and flexible.

Digital competence

- Able to use Office Equipment
- Able to surf the web

Driving licence

B