

PERSONAL INFORMATION

JOB APPLIED FOR **Internship**

WORK EXPERIENCE

Jan 2010–Present **Volunteer Administrator and Fundraiser**

Amici di Padre Martinien (Registered Charity), Cagliari (Italy)

- responsible for fundraising and administrative support for this fantastic charity that provides foster care for vulnerable children in Congo, promotes schooling and HIV support programmes
- taking a lead in organising a variety of fundraising activities, from street fundraising to raffles and setting up fundraising stalls at local markets
- raising awareness of the work done by the charity and inspiring people to commit to regular donations
- assisting the charity with general bookkeeping, recording and administering individual donations received for foster care

Dec 2015–Mar 2016 **Outbound Telesales Operator and CRM Operator**

ABS Rent Cars and Boats S.R.L (Estra S.p.a. and Enel Energy), Cagliari (Italy)

- responsible for calling potential clients offering a new energy tariff, advising and guiding clients through the benefits of changing energy tariff
- provided excellent customer service by presenting the product and service to clients in a positive and professional manner, offering quotes based on individual consumption and arranging contracts for new clients
- worked under pressure towards targets whilst providing a professional and courteous support at all times

Apr 2015–Oct 2015 **Period abroad**

After graduating, I spent a 6 month period in Colombia in order to improve my Spanish language knowledge and broaden my cultural horizons. This experience of living away from my environment has helped me develop a greater sense of independence and self-confidence and improve my communication skills

Jan 2014–Apr 2014 **Work Placement**

Istituto Arte Internazionale S.R.L., Rome (Italy)

- supported the administration office of an international art institute with general bookkeeping by handling invoices, delivery notes and keeping journal entries
- contributed to the delivery of the company's business activities, helping with the planning of marketing and promotions operations, processing orders and arranging deliveries, chasing credits and keeping track of payment deadlines

EDUCATION AND TRAINING

Oct 2006–Mar 2015 **BA Honours in Economics and European Politics**

EQF level 6

University of Cagliari (Italy)

General subjects studied:

EU Law, Environmental Sociology, Economic History, Public Law, History of European Integration, Sociology, Environmental Law, Environmental Policy, English and Spanish

Professional subjects studied:

Political Economy (microeconomics and macroeconomics principles), Statistics, Mathematics for Economics, Econometrics, International Economics, Public Economics, European Political Economy, Applied Economics, Environmental Economics, Business Economics and IT

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Spanish	C2	C1	C1	C1	C1
English	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

- Communication skills**
- excellent customer service and problem solving skills gained during my work experience in telesales and while on the work placement
 - good listening and advice skills, empathic and understanding attitude gained through working as a volunteer
 - ability to work on own initiative and within a team acquired through my volunteer work and studying at university
 - excellent awareness of cultural diversity and understanding of intercultural relationships enhanced by my time at university and a period spent abroad

- Organisational / managerial skills**
- good organisational skills with eye for details and accuracy developed through my bookkeeping experience
 - ability to work under pressure, meet deadlines and prioritise the workload gained while studying at university and working in telesales

- Job-related skills**
- Strong work ethic
 - Positive attitude and strong sense of commitment
 - Professional and friendly customer service
 - Polite telephone manners

Digital competence

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

Digital competences - Self-assessment grid

Driving licence B

ADDITIONAL INFORMATION

Memberships Level 3 profile member of the "Youth Guarantee" scheme

Hobbies Bodybuilding and fitness, travelling and languages

References Available upon request

I hereby authorise the use and process of my personal details contained in this document in compliance with the Italian Legislative Decree no.196 dated 30/06/2003