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Nationality: Italian

Date of birth: day, month, year: 16.06.1963

Place of birth: Hamburg – Germany

Work experience

07/2013 – TODAY

Name and address of employer:

**ASK International Market Research (ASKi) GmbH - Hamburg,
Mönckebergstraße 10, 20095 Hamburg, Germany**

Type of sector: Market Research

Occupation and position held: Interviewer, translator

Private tutor for English and Italian and German as a foreign language

09/2011 – 06/2013

Fabfab GmbH Hamburg Germany,

Occupation and position held:

Customer service (fabrics and accessories) for customers in Italy, Germany and Great Britain

Main activities and responsibilities

- Processing of orders via telephone, email, online and fax
- Resolving customer complaints and promoting conflict resolution
- Interaction with customers to provide them with information to address inquiries regarding products and services
- Processing new Client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork
- Process orders, forms, applications and requests
- Organization of the workflow to meet customer timeframes
- Communication and coordination with internal departments
- Complaints processing

2002 – 2010**Name and address of employer:****Phone Research Field GmbH, Germany****Type of sector:** Market Research**Occupation and position held:** Interviewer, translator**Private tutor for English and Italian**

(Private students, lessons at the Learning Center Barbarossa Elmshorn Germany)

2000 – 2001**Manpower services gmbh, Hamburg - Germany**

- Data entry and database administration
- File processing
- Assistance of sales
- Various other secretarial assignments

1996 – 2000**Office Assistant/Secretary in the Department of Managed Care of Northern Clinical Center, Ochsenzoll / Hamburg Germany**

- Processing of internal and external correspondence with/without Dictaphone prompts
- Planning and arrangement of administrative orders and requests
- Organization of vacation scheduling in the Heidberg division
- Coordination of secretarial work in multiple departments
- Arrangement and administration of personnel assignments for the full time employees and student co-workers in a patient care facility
- Extensive telephone customer service
- Development, scheduling and complete arrangements of conferences and meetings
- Leading and conduct of various protocols and agendas at conferences

1995 – 1996**Office Assistant, Sprungbrett e.V. Hamburg**

- Creation of resumes,
- Preparation of applications, cover letters and various other professional documents.
- Guided, advised and deliberated with clients on the client related issues.
- Updated various qualifications and requirements plan

1983 – 1990**Commercial specialist in the Körber AG (Hauni) Hamburg**

- Construction and Administration of the card index
- Scheduling of meetings and video conferences
- Processing of various administrative assignments
- Preparation of daily office circulation memos

Education and training

Dates

1981 – 1983 Graduated from a professional business school in Hamburg.

Certificate in English proficiency earned. Language stays in London, Dublin, New York. The knowledge of English was further strengthened in written and spoken forms through direct associations and memberships with the English clubs and societies.

1991 - 1993 Stiftung Grone-Schule, Hamburg.
Completed training as the large and foreign trade buyer
with emphasis in wholesale.

1993 – 1995

- Abroad training in Personal Computers, Economics and advanced English.
- ISH Education and Consulting company, House of the Economy, Hamburg,
- Strategic Management training in:
- Negotiation Leadership
- Effective Business Communication skills
- Time Management
- Microsoft software training
- Internet

2002 – 2003 Rackow Schule, course in Accounting, Data processing
Practical training, company: Geo Logistics (forwarding agency)
Accountancy department

2008 – 2009 Inab institute, Traineeship as a Trilingual (Italian, German, English)
Management assistant
Practical training, company: Klavier Knauer (piano store),
Accountancy department, shop assistant

Other skills and competences

Personal Strengths:

- Effective business communication and expression skills
- Customer oriented thinking
- Reliable. Strong capacity to handle demanding clientele, in order to come up with the most effective and efficient win/win solutions

Mother tongues: Italian and German

Other languages: Fully proficient in English