

BRUNO MAZZA



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PERSONAL STATEMENT

After getting my Bachelor's Degree in Asian Languages in 2011, I travelled to China so as to enhance my language skills. I spent there two years, studying and working as a teacher of Italian and Latin. After the first year, I found a job as translator/interpreter and sales supervisor in an import company which sells Italian wines. I went back to Italy by the end of May 2013, and after a few months which I dedicated to further develop my language skills (German, English, Mandarin Chinese), I worked as a receptionist in two 4-stars hotels in Prato (near Florence) and Rome, this without overlooking other career opportunities. I started studying Spanish by the beginning of 2017.

EMPLOYMENT

**Front Desk, Atlante Garden Hotel, <http://www.atlantehotels.com/>
Rome (Italy), 05/2016 - 09/2016**

Greeting guests, supervising, promoting hotel facilities, customer service

Key achievements:

- Managing group bookings for conferencing, the restaurant and the accommodations provided
 - Dealing with and resolving customer complaints
 - Being a point of contact for guests should they have any queries
 - Friendly attitude with clear spoken English
 - Calm, organised and efficient
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**Front Desk, Art Hotel Milano, <http://www.arthotel-milano.it/>
Prato (Italy), 10/2015 - 03/2016**

Greeting guests, supervising, promoting hotel facilities, customer service

Key achievements:

- Dealing with and resolving customer complaints
 - Taking payments from guests in form of cash or credit cards
 - Providing information about the hotel facilities and the city attractions in person and via telephone
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**Interpreter/Translator and Commercial Supervisor, Kelit Italian Wines Ltd,
<http://www.kelitwine.com/>
Shenzhen (China), 09/2013 - 05/2014**

Interpreter/translator from Mandarin Chinese and English to Italian during business meetings and events, monitoring of commercial activities, marketing assistant

Key achievements:

- Translation and proofreading of marketing materials and business products
- Monitoring of sales performances, ensuring quality and fairness

- Using a management software on a daily basis in order to check that every information about the products are up to date
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EDUCATION

- Spanish language course, Instituto Picasso, Malaga (Spain), 01/2017 - 02/2017
- German language course, Collegium Palatinum, Heidelberg (Germany), 08/2015 - 09/2015
- German language course, Goethe Institut, Rome (Italy), 01/2015 - 06/2015
- Mandarin Chinese language course, Yunnan University of Nationalities, Kunming (China), 02/2013 - 07/2013
- Mandarin Chinese language course, Beijing Foreign Studies University, Beijing (China), 02/2012 - 05/2012
- Asian Languages and Cultures, Bachelor's Degree, University "La Sapienza", Rome (Italy), First class honours, 10/2007 - 07/2011

LANGUAGES AND COMPUTER SKILLS

- Native speaker: Italian
- Advanced proficiency: English, IELTS (British Council, Rome, 02/2013)
- Intermediate-advanced proficiency: Mandarin Chinese, HSK 5 (Yunnan Shifan University, 05/13)
- Elementary proficiency: German, Goethe Zertifikat A2 (Goethe Institut, 06/2015)
- Proficient in Microsoft Office, web navigation and operating systems : ECDL core certificate (Rome, 07/2010)

PERSONAL INTERESTS

Foreign languages and literatures, movies, soul and classical music, hiking, martial arts, translation and creative writing, travelling, teaching languages.

PERSONAL DETAILS

- Italian nationality
 - Full, clean driving license B
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REFERENCES

References available upon request.