

PERSONAL INFORMATION **Valentina Forti**



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WORK EXPERIENCE

01/01/2004–01/01/2008 **Shop salesperson**

Le Group, Rome (Italy)

17/11/2009–19/10/2012 **Apple Advisor**

Teleperformance In&Out, Fiumicino (Italy)

- Technical support to Apple mobile devices (iPhone, iPad, iPod)
- Customer information's collect
- resolution of technical issues

17/02/2014–10/12/2016 **H3G Customer Care agent**

H3G S.p.a, Rome (Italy)

- Customer Support
- Customer Loyalty, sharing of experiences and best practices
- Analysis of technical anomalies, opening and management of bug

24/04/2018–Present **Junior Credit Analyst**

American Express, Rome (Italy)

- credit analyst
- support to customer about credit issues

01/02/2018–Present **Translator**

Upwork, San Francisco (United States)

- Freelance Translator from English> Italian
- Freelance Translator from French> Italian

<https://www.upwork.com/o/profiles/users/~014bbf1eb78261b5f1/>

EDUCATION AND TRAINING

31/01/2018–11/06/2018 **Diploma in Translation**

S.S.I.T Scuola di Interpreti e Traduttori, Pescara (Italy)

General, Tourism, Web, Legal, Technical Translation from English to Italian

05/09/2005–17/11/2009

Languages course at La Sapienza University, Rome (Italy)

10/09/1999–08/07/2004 **Diploma from Language High School**
Liceo Linguistico Bertrand Russell, Rome (Italy)

18/01/2006–01/12/2006 **European Computer Driving License**
AICA, Rome (Italy)

- Basic Course:
- Computer Essential
 - Online Essential
 - Word Processing
 - Spreadsheets
 - Theory

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2
French	B2	B2	B2	B2	B2
Spanish	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 - good communication skills gained through my experience in Customer Care and shops area

Digital skills

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

Digital skills - Self-assessment grid

Driving licence B