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| Immagine che contiene persona, interni, parete, abbigliamento  Descrizione generata automaticamente**personal details**Posta elettronica maria-397851@gulfjobseeker.com AbitazioneJumeirah Village Circle (DUBAI)Globo terrestre, Africa ed Europa ItalianDonna 27 years old**languages**Italian – 100%english – 95%arabic – 20%**EDUCATION****Università telematica internazionale Uninettuno***August 2019 – now*Bachelor degree in *Conservation and Valorization of Cultural Heritage - Study path: Operator and Expert in Cultural Heritages and Landscapes: Language and Codes for Mediation***Università Cattolica del Sacro Cuore [Milano]**2013 - 2016 Bachelor degree in *Economics for Cultural goods*[Paused for relocation due to job position in Dubai and exams currently transferred to my attual university.]* Excelled in Roman and Greek Archeology
* Pursued an interest for Cultural Marketing and Art History Institutions

**Liceo classico Bonaventura Cavalieri** *Secondary school in classical studies*2008 - 2012 Final score: 100/100**CERTIFICATES*** B2 First - English
* First Aid and CPR
* IT for economics
* Assisting customers with impaired mobility

**PUBLICATIONS**“*Ti ho nel sangue*”, Maria – novelpublished by Montag edizioni, 2017**EXTRA CURRICULar** * Rhythmic gymnastics coach at *ASD CusioGinnastica* (2009 – 2013)
* Volunteer at *Stray Dogs Center UAQ*
* Student at *Skyrocket Training* for Arabic language course, Dubai
* Volunteer as Assistant librarian at local library (2014-2015)

**SOFT SKILLS**1. Communication – 95%
2. Flexibility – 100%
3. Integrity – 100%
4. Positive attitude – 90%
5. Professionalism – 90%
6. Teamwork – 100%
 |  | **MARIA** A methodic professional filled with motivation, enthusiasm, ability to adapt and drive to learn, with more than 3 years of experience working for multicultural companies. Ambitious and organized, I aspire to meet and eventually surpass my goals by remaining focused and reliable throughout the entire process.Brought up as a team player, I find satisfaction in working together to fulfill a common vision: cooperating with other cultures and personalities plays a big role in my working experience. As a general rule, I treat every individual primarily as someone who deserves respect and comprehension, and I do my best to transfer this human skill to every position I work in.I am currently looking for a chance to progress in my career by embarking on new working experiences that could stimulate my will to learn and contribute.**PROFESSIONAL EXPERIENCES**Customer Success Specialist*February 2020 – March 2020*Working as an advisor in Maids.cc means being anintermediary between the company and the clients that come to the company in order to hire domestic workers; advisors help them out throughout the hiring process and assist them in all steps.*RESPONSIBILITIES** Meet and greet prospects and clients.
* Review their personal details on the ERP before entering a room.
* Understand their issues in order to fix them.
* Deal with complaints and escalations.
* Be aware of sale flow to be able to provide enough information in order to close contracts.
* Be updated on changes and regulations of the company.

*SKILLS** Exceptional customer service skills.
* Be able to close contracts to meet targets.
* Deal with money transactions.
* Be proactive and find immediate solutions in order to prevent a complaint from escalating.

Emirates Airline – Flight attendant*October 2016 – February 2020*Cabin crew member are responsible for providing the highest level of service to customers. They will ensure standards of safety, emergency and security practices are provided in line with corporate and civil aviation rules and regulations.*RESPONSIBILITIES* * Attending pre-flight briefings to review emergency procedures, discuss flight details and expected issues, and crew coordination plans.
* Greeting and assisting passengers during boarding.
* Maintaining cabin presence by being visible and available in the cabin throughout the flight.
* Building strong relationships with clients and promoting brand values.
* Anticipating customers’ needs and delivering the highest level of service to all passengers by availing their requests in a timely manner and maintaining integrity, confidentiality and professionalism.
* Operating on-board duty free by using both the computer handle machine and live POS.
* Taking inventory of alcoholic beverages and sales transactions prior to landing.

*SKILLS** Exceptional customer service skills.
* Comprehensive knowledge of flight and emergency procedures.
* Effective first aid and medical skills (trained in CPR, AED and basic life support).
* Excellent communication, organizational and time management skills.
* Ability to handle passengers' temperament gracefully and efficiently.
* Proficient in defusing conflict situations.
* Proven ability to work in a multicultural environment.

Postmedia books - Book editor *April 2016 – September 2016*Proofreading is the first, main process that a manuscript must go through in order to be eventually published. *Postmedia books* is a publishing house based in Milan specialized in art, photography, architecture and design; therefore, its work is manly academic.*RESPONSIBILITIES** As an editor assistant, I receive the manuscripts and then go through a proofreading process in order to make detailed comments and give constructive feedback on the structure, author point of view, strength and weaknesses and more.
* In the final step, my task is to recheck the entire manuscript to eliminate any lingering proofreading errors and forward it to the publishing house.
* Participating to exhibition and conventions representing the publishing house.

*SKILLS** Having strong knowledge of grammar, both English and Italian.
* Being constantly updated onthe subjects that are being reviewed.
* Having good time management and communication skills.
* Sending regular updated to the publishing house.
* Forwarding the edited proofsrespecting the cut off times.
* Thinking out of the box in order to being able to give significant inputs that can improve and strengthen the structure of the manuscript, without modifying the author intentions.

Calzedonia – Sales attendant*September 2015 – March 2016*By being fully aware of the products offered by the store and by efficiently mastering specific selling techniques, as a sale attendant I am able to politely approach customers and anticipate their needs with genuine care in order to reach a common goal within the client and the store: satisfaction of the first and revenue of the second. *RESPONSIBILITIES* * Taking initiative to greet customers when they approach the shop.
* Being confident at dealing with financial transactions.
* Promptly answering queries from customers.
* Confidently handle deliveries from suppliers.
* Cataloguing stock & performing inventory checks.
* Keeping senior managers informed of any issue or concern.
* Being aware of what has to be replenished by checking the stock on displays and getting items from the stock room.
* Completing cleaning and housekeeping duties.
* Offering baskets for customers to use.
* Accommodating customers’ requests to find the right products or eventual substitutes that may suit them within the store.

*SKILLS** Understanding the dynamics that gain clientele trust in order to build relationships easily.
* Constantly looking for innovative methods to generate customer enquiries.
* Possessing commercial awareness.
* Having a strong brand knowledge.
* Tactfully dealing with customer disputes to independently solve them.
* Encouraging customers to sign up for store cards.
* Computer literate and able to gain knowledge of any new retailing software.
* Able to keep high visual standards by maintaining an immaculate image.
* Can operate the live POS with less errors than average.

Triennale di Milano – Museum guide Internship*May 2015 – August 2015*Responsible for guiding customers through the *“Arts & Foods – Rituals since 1851”* art exhibition during EXPO 2015, Milan. The exhibition is displayed as a journey through time from 1851 (year of the first EXPO) to today, and a reflection on the key theme of EXPO 2015*: “Feeding the Planet, Energy for Life”.**RESPONSIBILITIES** Being fully updated on the contents of the exhibition and to the historical and artistic periods that they refer to.
* Guiding multicultural customers through the exhibition with confidence and knowledge.
* Anticipating people questions by focusing not only on the single item but illustrating the bigger picture.
* Making sure the masterpieces inside the museum are kept safe at all times by preventing acts of accidental or intentional vandalism.

*SKILLS** Finding innovative ways to capture people attention and implement their will to listen and learn.
* Showing confidence in my skills by constantly updating myself with more information.
* Personalizing tours based on the customers profile to improve their experience.
* Being vigilant by having situational awareness.
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