

Name: Gabriella Pinna
Date of birth: 16/03/1996
Languages: Italian, english
Location: Salerno, Italia
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Description: I have good communication skills acquired during my work experience. Distinguished ability in the management of projects and groups, excellent ability to work in team. Ability in dialogue and interpersonal relationships, good degree of adaptability, high critical spirit strongly motivated new experiences, team spirit, good ability to adapt to multicultural environments thanks to the trips I have made abroad, good communication skills obtained thanks to the various workshops I have and installed.

Work Experience

12/2019-12/2020

Teleperformance Portugal, Porto, Portugal

Customer service representative

- Help customer with complaints and questions
- Give informations about products and services
- Take orders and process returns

Stage

05/2016 - 08/2019

Oleandri Resort, Paestum, Italy

Tourist Entertainer

- Welcoming customers inside the village
- Customer relationships management
- Providing tourist information to customers about the village or the city
- Planning entertainment activities for children and teenagers
- Organization of the day scheduling
- Troubleshooting

01/2016 - 09/2016

Infopoint, Salerno, Italy

Front Desk Clerk (School-Work Experience)

- Welcoming tourists to the infopoint
- Giving tourists information in Italian and English during the events organized by the city of Salerno
- Providing brochure

Education

2017 - Currently
University of Salerno, Italy
Economy and Business Management

2016
I.I.S.S. Santa Caterina-Amendola, Italy
Accounting Articulation in the International relations for the marketing
High School Diploma

2016
The Italian Ministry of Internal Police Department
Fire security course
Learned about procedures to reduce the risk of the fire

Additional Info

Interests: marketing, economy, languages, travel, technology, sport, cinema, literature, photography, music.
Skills: Communication skills, Listening, Empathy, Relationship Management, Stress Management, Time Management, Team Working, Adaptability.
Language: Italian native, English B1, German A2, Spanish A2
IT: MS Office, Internet, Outlook, ECDL