

CV Nicoletta Ferrara

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DoB: 06.03.1985, Place of Birth: Avellino



Education

- 2019-2021 **Instituto Superior de Estudios Lingüísticos y Traducción** (*Sevilla, Spain*)
Master Degree in Audiovisual translation : localisation, subtitling and dubbling
- 2008-2011 **Università di Modena e Reggio Emilia** (*Modena, Italy*)
Master Degree in Languages for Business Communication and International Organizations (105/110)
- 2007-2008 **Universidad de Alicante** (*Alicante, Spain*)
Erasmus Program
- 2004-2008 **Università degli Studi di Salerno** (*Salerno, Italy*)
BA Foreign Languages (105/110)
- 1999-2004 **High School**
Liceo Linguistico P.E. Imbriani (*Avellino, Italy*)

Professional Experiences

- 09/2017 **Customer service representative - Tetra Pak Italiana S.P.A.** *Rubiera, RE, Italy*
present Ensure the supply of packaging material and provide a high level of customer service, order management, invoicing and logistics, complaints, using standard SAP processes.
- 01/2017 **Receptionist - Opera 02 Ca' Montanari Soc. Agricola** *Levizzano Rangone MO, Italy*
08/2017 Receptionist activities and front-office customer support. Events coordination, conducting guided tours in vinegar and wine cellars for individuals or groups in English and Spanish., food text translation.
- 06/2016 **Export operations manager – Bluenco S.R.L.** *Spezzano, MO, Italy*
01/2017 Managing customer and supplier's orders process for Italy and Export markets, documentation for goods dispatch by air and by sea, invoicing.
- 11/2014 **Customer service - Culligan Italiana S.p.a.** *Cadriano Granarolo dell'Emilia, BO, Italy*
06/2016 B2B and B2C customer service, inbound and outbound calls to promote maintenance programs.
- 11/2013 **Customer Service Administrator - Huntsman Tioxide** *Billingham, UK*
11/2014 Managing the full order process of different markets (Italy, USA, Canada), ensuring a high level of customer service and problem solving, preparing documentation for goods dispatch, booking transportation.
- 08/2013 **Administrator Student Registry – UniMoRe University** *Reggio Emilia, Italy*
10/2013 Help desk, daily basic administration, archiving.
- 10/2011 **Key Account Manager Junior, Dailyflats S.L.** *Barcelone, Spain*
10/2012 Managing accounts B2B and B2C for Italy, Spain, Southern America, UK markets for tourist apartments. Data reporting, handling negotiations, SEM and SEO activities, translating tourism and marketing texts.
- 05/2011 **Free-lance Translating**
12/2013 Proofreading, commercial and literary texts translating.
- 05/2010 **Intern Event coordination, Fondazione Cassa di Risparmio di Modena** *Modena, Italy*
09/2010 Cultural events management and communication.
- 09/2005 **National Civil Service** (*Naples, Italy*)
08/2006 Assistance to disabled people, events organizations, fundraising for Telethon.

Skills

Languages	Italian: Native speaker English: Fluent Spanish: Fluent	EDV	Microsoft Office 365 SAP, AEGISUB, SUBTITLE WORKSHOP Lotus notes
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Courses

10/2018	Social Media Management – E-learning course – Sole 24 ore Business School
2015/2006	Volunteer for International Cooperation – Comune di Modena.
02/2013	Event coordinator - Intelliform Spa, Centro Direzionale – Viale della Costituzione 1, Isola 1F, 80143, Napoli.
04/2011	International cooperaton in Latin America. COSPE Via Slapater 10, 50134 Firenze

Hobby

Books, trekking, food and travel passionate, translating, social media-