

Leticia Della Coletta

Brazilian and Italian citizenship

162, Pref. Angelo Lopes Street - Curitiba - Paraná - Brazil

Email : leticiacoletta@gmail.com

Mobile (Brazil): + 55 41 9979 2921

EDUCATION

Master’s Degree in Marketing 2003 – 2005

FAE Business School – Curitiba, Brazil

Bachelor’s Degree in Business Administration 1996 – 2003

FAE Business School – Curitiba, Brazil

Bachelor’s Degree in Social Communication 1996 – 1999

PUCPR University – Curitiba, Brazil

LANGUAGES

I’m a **Brazilian Portuguese native speaker**. Fluent in **English and Italian**.

(English studies in the USA; Italian studies in Italy).

PROFESSIONAL EXPERIENCE

Translator (English <> Italian <> Brazilian Portuguese) 09/2004 – present

Italy and Brazil

I've been working for clients such as HSBC, Barilla, Fiat, Continental, etc.

Tour Operator Booking Employee 11/2007 – 08/2008

Hotelplan Tour Operator – Rome, Italy

Trip planning, budgeting and consulting with travel agencies to develop travel packages (flights/hotels/car rentals, etc).

Management Assistant and Customer Care 04/2007 – 08/2007

Centro Europeu Professional and Language School – Curitiba, Brazil

Front and back office duties, guest relations and assistance to the School Manager.

Hotel Management Assistant and Customer Care 2005 – 2006

Pierre & Vacances Italia – Rome, Italy

Front and back office duties, booking, accounting, guest relations and assistance to the Hotel Manager.

Studio Manager and Customer Care 2003 – 2005

Primeira Linha Casting Agency – Curitiba, Brazil

Studio management, guest relations and production of photographic material.

Research and Marketing Planning Analyst 2002 – 2003

Opus Múltipla Communication (Advertising Agency) – Curitiba, Brazil

Collection and organization of data, research analysis and production of reports and marketing plans.

Account Executive – Customer Care

2000 – 2002

Opus Múltipla Communication (Advertising Agency) – Curitiba, Brazil

Responsible for corporate clients; planning, budget management, production and presentation of advertising campaigns.

COMPUTER SKILLS

Proficient in Microsoft Office, Wordfast, Sphinx (Research Software), AS400 (Hotel Management Software), SABRE (Computer Reservations System) and Ideal (Tour Operator Management Software).

COMPLEMENTARY SKILLS

- Social Responsibility: volunteer communication work for the 'Volunteer Center of Curitiba' (Centro de Ação Voluntária de Curitiba).
- Public Speaking: advertising/marketing speeches presented to Communication students at various Universities in Brazil.
- International Cultural Interests: member of AIESEC (Association Internationale des Etudiants en Sciences Economiques et Commerciales) – selected to work as a trainee in Italy.