

PERSONAL INFORMATION



Carlotta D'Eramo

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POSITION

Language and cultural mediation for business relationships

WORK EXPERIENCE

03/04/2014–30/06/2014

Co-working in a business consulting company

ActionConsult, Pescara (Italy)

- Customer relationship management (CRM);
- manage customer information and database;
- dealing with customers.

01/09/2008–Present

Conference hostess

Athena Congressi, Pescara (Italy)

- Conference hostess and back-office assistant

EDUCATION AND TRAINING

10/2013–02/2014

Business Chinese Master

“Confucio” Institute at L’Orientale University, Naples (Italy)

- CV editing;
- job hunting and job application ;
- customer relationship management;
- business transaction - purchase orders, price lists, invoices, customs papers etc.

20/02/2013–01/07/2013

Post-graduate course of Chinese language and Civilization

上海外国语大学, SISU University, Shanghai (China)

In-depth study of Chinese language and civilization in today’s time.

01/10/2008–19/11/2012

Degree in intercultural communication and language mediation

“G. D’Annunzio” Pescara-Chieti University, Pescara (Italy)

- Written and spoken competencies in Chinese and English Language;
- capable of carrying out linguistic support in translation and linguistic interface in business and institutional environments;
- editing of reports, memoranda and letters in Chinese and English;
- European and Asian culture interface.

## PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Chinese	B2	B2	B2	B2	B2
Hsk Level 4 - Chinese language certificate					
English	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user  
[Common European Framework of Reference for Languages](#)

Communication skills

- Good attitude at interpersonal relationships;
- good communicative skills (enhanced through university studies and work experience as conference hostess);
- brilliant at clearly processing and communicating information in a straightforward and effective way.

Organisational / managerial skills

- Great attitude in teamwork;
- capable of quick tuning into unexpected circumstances and multicultural environments.

Computer skills

- Very good knowledge of computer and Internet communication systems;
- very good knowledge of Windows XP/Vista Operating System;
- good knowledge of Microsoft Office Suite (1997-2010);
- good command of multimedia item management (sound, images and videos).