

Roberta Carnaccini

Master in Foreign Languages and Literatures

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Former Teacher for British Institutes, private tutor to high level business travelers and high school/university grade students. Occasional translator and interpreter.

High-energy accomplished Manager, with 10+ years proven success in HR global mobility, research and training. I am an excellent communicator, having also been cultural trainer at Granite Services, where, aside from my other duties, I prepared people relocating to other countries for their new life. I taught local languages where possible and cultural awareness.

BERUFSERFAHRUNG

CLIENT SERVICES MANAGER

FRAGOMEN WORLDWIDE - Frankfurt Main - Mai 2014 bis Januar 2015

Served as mentor to junior team members.

Introduced the "lunch and learn" initiative where I taught a refresher course for English and an Italian one for those interested.

Advised on key aspects of the relationship between Fragomen and corporate clients.

GLOBAL IMMIGRATION LEADER & CULTURAL TRAINER

GRANITE SERVICES, INC - Tampa, FL - Juni 2008 bis April 2014

Built and managed a team of 17 professionals, with shared supervision of another group of 15, located worldwide.

Was the official trainer, for people relocating abroad, where I provided them with language and cultural training. Marketed the company worldwide, through global reach but local expertise, sourcing local providers and employees.

EUROPEAN IMMIGRATION LEADER

GRANITE SERVICES, INTERNATIONAL - Firenze, Toscana - Februar 2007 bis Juni 2008

Defined strategy and business plan for the new Global Mobility Department to be.

Developed strong in-house mobility skills by continuous learning and research.

Directed strategic initiatives to train colleagues and customers on mobilization compliance.

New Project Introduction and International Sales Coordinator

GENERAL ELECTRIC TRANSPORTATION - Firenze, Toscana - September 2004 bis Februar 2007

Florence, Italy

September 2004 to February 2007

Reporting to both the European "NPI" Leader and the Director of Global Sales, I developed key initiatives to achieve higher productivity Europe-wide.

Event and travel coordinator, I helped define team strategy with the goal to achieve higher sales.

Marketing advisor: coordinated the creation of new brochures and increased company's footprint through participation at fairs.

COMMERCIAL DIRECTOR

ICADE Asset Management - Milano, Lombardia - Juli 2003 bis Juli 2004

Promotion from Asio: a part of it was taken over by Icade

Launched the French Company in Italy through integrated advertising campaigns across multiple media channels.

Organized strategic PR events.

TEACHER OF ENGLISH

British Institutes - Italy - Juli 2001 bis Mai 2004

Taught English mainly to adults. The groups usually consisted of teachers who were to then teach English to grade 1-8 schoolchildren. English Tutor for high school students and businessmen.

EXECUTIVE ASSISTANT TO THE PRESIDENT

ASIO Real Estate - Milano, Lombardia - Oktober 2002 bis Juni 2003

Suggested and lead initiatives to achieve internal corporate consensus on a very experienced but distant President.

Fully assisted with travel and event coordination, often accompanying the President on his trips.

Successfully managed the President's inbox when he was on leave.

BILDUNGSWEG

Thesis research

UNIVERSITY OF CALIFORNIA - San Diego, CA

2000 bis 2000

MASTER'S in foreign languages and literatures

BOLOGNA UNIVERSITY

2000

Certificate of Appreciation" by Global Speakers Service in research on Native Americans

College of Arts and Sciences - INDIANA UNIVERSITY

1998 bis 1999

German and English

JOHANNES GUTENBERG UNIVERSITÄT - Mainz

1997 bis 1998

KENNTNISSE

Windows, MAC. Microsoft Office, Lotus Notes. Sharepoint, HRIS. Internet/Chrome/Firefox, social media.

ZUSÄTZLICHE INFORMATION

Skills

Presenter and trainer at various levels, from peers to subordinates to VIPs and CEOs.

Excellent planning and organizational skills, strong PR attitude and client service.

Loves a fast paced, dynamic environment, drives forward key initiatives and manages simultaneous projects, all without compromising work ethics, quality and compliance.