

Roberta Vitiello

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Address: 250 Richardson Street, Carlton North, 3054, Melbourne, VIC

Nationality: Italian

Personal Statement

I graduate in Modern Languages and Literature, especially Portuguese and Spanish, and then I did a Training Course for Travel Agent and Tour Operator. I am a hardworking and enthusiastic about finding full-time work

Work History

Barista, Sales Assistant, at Padre Coffee, South Melbourne Market, June 2016- current.

My role at Padre coffee is to offer a warm and welcoming environment in which our customers are able to explore our range. My tasks involve look after our clients in the retail section and throw the experience of the quality of our products. I provide these guests with comprehensive assistance and guidance regarding the suitability of products for each individual. Padre considers the service offered to clients to be of utmost importance and thus, through my experience working here I have gained insight into the delivery of superior customer service, but also an ability to interact with myriad different people.

Receptionist, Lisbon Destination Hostels, Lisbon, Portugal July 2014 - December 2014

Tasks:

- providing customer support
- make reservations in Backpack Online program from Hostelworld, Booking.com, Hostelbookers;
- cash handling, including daily banking

Customer Service, Sitel, "Iberia Lineas Aereas" Company, Lisbon, Portugal
February 2014 - July 2014

Tasks:

- provide support to the costumers
- make reservations with Amadeus Program

Costumer Care Officier, Fnac Portugal, Lisbon, Portugal. January 2013- December 2013

Tasks:

- provide support to costumers
- retail attendant

Translator, La Nuova Frontiera, Roma, Italy
December 2012 - May 2014

Translation of articles for reviews about post-colonization in Africa and Brasil;

Skills

Language skills

I graduate in in Modern Languages and Literature, especially Portuguese and Spanish. Advanced level of English

Education

Training Course for Travel Agent and Tour Operator, Star Travel Team e IAL Campania, Naples, Italy. January 2014

Touristic Enterprise, hotel accommodation, travel documents, air transport, marketing, touristic geography.

Bachelor of Modern Languages and Literature -American and European Studies, Università degli Studi di Napoli L'Orientale", Naples, Italy. May 2013

Thesis in Literary Translation , titled "A bicicleta que tinha bigodes di Ondjaki; una proposta traduttiva."

Erasmus Exchange, Universidade De Lisboa, Lisbon, Portugal. February 2009-August 2009

First Level Degree of Modern Languages and Literature -American and European Languages, Cultures and Literature, Università degli Studi di Napoli "L'Orientale", Naples, Italy. May 2009

Skills and Abilities

- Highly organised, hardworking and able to multi-task under pressure
- Ability to prioritise
- Detail oriented
- Excellent leadership skills
- Positive and enthusiastic attitude
- Excellent people skills
- Professional presence and ability to liaise with staff at all levels
- Team player
- Flexibility around working hours
- Good computer skills

Interests and Hobbies

Good skills in interacting with others, especially those from other countries, developed thanks to my abroad-living experiences that gave me the chance to be in touch with people from all over the world. I am a very active person, I like travelling, photography and read is ones of my hobbies. I love gardens and plants and natural products.

I hold a valid Australian Working Holiday Visa

From February 2017 I will hold a student visa of the duration of one year.