

SIRIANA NASCA



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WORK EXPERIENCE

- 01/01/2020 TO TODAY **Guest Service Executive SACO Apartments, Manchester**
Manage guest telephone and email enquiries and communicate with guests in a professional, courteous and friendly manner to deliver consistent seamless service. Process all reservations, requests, changes and cancellations received by phone, email, or through social channels. Maintaining exemplary billing system and obtaining all payment from customers in accordance with company policy. Check in and check out of guests.
- 12/12/2018 – 19/09/2019 **Ryanair Cabin Service Agent**
A 9 months experienced flight attendant with outstanding expertise in delivering onboard service in compliance with the airline policy and safety regulations. A top-performing competence in administering first aid and CPR in case of an onboard medical emergency. Ability to deal with the disruptive passenger while maintaining professionalism.
- 21/09/2018 **Translation from Italian to English for Quartararo**
Translation of Sicilian bakery products for an Italian bakery company.
- 05/12/2017 – 08/06/2018 **Centro Astalli, Palermo**
Teaching Italian to foreigners, including migrants and refugees. Organization of Italian grammar lessons with related exercises, conversation group and interactive games aimed at learning the language.
Total teaching hours: 129 h
- 01/03 - 31/05/2018 **Translation "Women of the Way-Embracing the Camino"**
Autobiographic novel by Jane V. Blanchard, from American English to Italian.
- 09/10 – 20/10/2017 **Translation from Italian to English – 30,000 words**
Artistic criticism for art magazine.
- 14/07/2017 – 31/08/2017 **ICE-CREAM PARLOUR: Il Signor di Carbognano**
Shop assistant: Thanks to this experience I was able to gain knowledge of the English and French languages speaking with customers of various nationalities, thus I improved my communication skills; Also, I learned to work under pressure and in a team.

EDUCATION AND TRAINING

- 30/10/2018 – 11/12/2018 **Cabin Crew Training Course, Bergamo (Italy)**
Boeing 737-800 series training
- 02/08/2018 **IELTS ENGLISH CERTIFICATE**
Listening 7.5 - Reading 7 - Speaking 6.5 - Writing 5.5
- 11/06 – 24/07/2018 **Arabic language course**
Basic level Arabic language course at Asterisco Società Cooperativa Sociale di Palermo. Learning of the linguistic and phonological structures of the classical Arabic language and of the Arab culture.
- 09/04 - 23/04/2018 **Course "Sostenere l'apprendimento della lingua italiana fuori dalle classi"**
20-hour course organised by the Italian Language University for Foreigners (ITASTRA) of the Department of Humanities of the University of Palermo as part of the project "LA FORZA DELLA LINGUA ITALIANA. Percorsi di inclusione per soggetti fragili".
- 02/10/2017 **Bachelor's degree in Linguistic Mediation**

CV

Centro Masterly - University for Translators and Interpreters, Palermo
Translation thesis of "*Prodotti da forno*" from American English to Italian – 30,000 WORDS

RELEVANT COURSE WORK:

English Interpreting: Consecutive and Simultaneous

French Interpreting: Consecutive and Simultaneous

English Translation: Active and Passive

French Translation: Active and Passive

Public speaking and Italian diction

English, French and Spanish phonetics

Semi-annual Spanish course

24/02/2017

Introductory seminar to "Life Sciences" – AITI Sicilia

Introduction to Life Sciences Translation: I have gained a good mastery of specialised translation techniques in neuroscience and medicine.

12/07 - 01/08/2015

Manchester Academy of English

English B1 certification at the Manchester Academy of English in Manchester.

10/07/2014

School-leaving Certificate (High School)

Classical Lyceum Umberto I in Palermo.

LANGUAGES

Italian (Native speaker)

English (Proficient- reading, writing, listening speaking)

French (Proficient- reading, writing, listening, speaking)

Spanish (Pre-intermediate proficiency- reading, writing, listening, speaking)

German (Beginner- reading, writing, listening, speaking)

Arabic (Beginner- reading, writing, listening, speaking)

Portuguese(Beginner- reading, writing, listening, speaking)

COMPUTER KNOWLEDGE

20/06/2014

European Computer Driving Licence (ECDL)

Word, Excel, Internet, Power Point, Outlook

Adobe Photoshop, Rezlynx, Odin

VOLUNTEERING

7/6-10/6/2018

Volunteer at Una Marina di Libri, Palermo 2018

I was part of the staff of the 2018 book festival in Palermo at the Botanical Garden for the management of exhibition spaces, rooms and event schedules, and resolution technical-logistical problems.

5/12/2017 – 31/05/2018

Volunteering in reception at the Centro Astalli in Palermo

Reception service for migrants and refugees and the main administrative activities of the centre, such as assistance to migrants and carrying out the main services dedicated to them, including medical, legal, work and health care.

05/2014 – 05/2015

Social commitment of volunteering in Clown-therapy at *Federazione VIP ViviamoInPositivo Italia ONLUS*:

Clown at hospitals and communities for people with mental and physical disabilities; learning Clown Spirit and training in humanistic disciplines such as psychology, pedagogy and sociology. I have acquired knowledge with acrobatic juggling and theatre techniques. In addition, clown-therapy has meant for me a personal and psychological growth experience. I also gained a special focus on hygiene and behaviour in the hospital working closely with the hospital staff.

16/05-18/05/2014

Course participation certificate to the Social Clown Training Course at *ViviamoInPositivo Association*

KEY SKILLS AND COMPETENCES

- Strongly motivated, hard-working, smart and ambitious
- Sense of initiative, leadership and problem solving skills
- Reliable and flexible and extremely creative
- Ability to communicate and ability to work in a team
- Available to travel

HOBBIES:

Reading classic and contemporary novels, painting, baking, travelling

CV

In compliance with the Italian legislative Decree no. 196 dated 30/06/2003, I hereby authorize you to use and process my personal details contained in this document.