

PERSONAL INFORMATION

Stefania Mangano

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Sex Female | Date of birth 28/12/1992 | Nationality Italian | Place of birth Palermo

PREFERRED JOB

Marketing Manager

WORK EXPERIENCE

2019–Present

Digital Marketing Manager

Fitness and wellness, Dubai (United Arab Emirates)

- define and implement the brand positioning on the business
- ensure social media platforms support the growth of the company
- create strategic content to promote the brand at its best
- identify opportunities to drive the business forward

2014–Present

Business Class Flight Attendant

Emirates Airlines, Dubai (United Arab Emirates)

- carry out pre-flight duties such as safety and security checks
- apply safety procedures during the flight and in case of emergency
- provide excellent customer service
- giving first aid where necessary
- selling duty-free goods

2016–Present

Peer Supporter

Emirates Airlines, Dubai (United Arab Emirates)

- selected and trained volunteer
- provide sensible and confidential support
- provide psychological first aid following a critical incident

2015–Present

Business Promotion- Corporate Communications

Emirates Airlines, Dubai (United Arab Emirates)

- attend sponsor events in Dubai or elsewhere
- represent Emirates image and brand
- maintain a positive and sociable attitude

2015–Present

Freelance Translator

- Translating a wide range of technical and scientific documents, texts, articles and books in English, Italian and French
- Occasional interpreting assistance

2010–2014 Guest Relationship Officer

Palermo (Italy)

- served as public relations representative;
- led and coordinated groups of hostesses during events;
- greeted and welcomed all guests in a professional manner;
- supervised the front desk staff.

EDUCATION AND TRAINING

2019 Internationalization: Creating Digital Content for the World

Washington University

2017–2018 Master Degree in Marketing and Communications

Rome Business School, Rome (Italy)

- Building customer value
- Marketing strategy
- Marketing environment
- Consumer and Business buyer behavior
- Pricing strategies
- Marketing channels
- Branding and advertising
- Direct and online marketing

2011–2014 Bachelor of Linguistic Mediation, Translation and Interpretation

Centro Masterly Scuola Superiore per Mediatori Linguistici, Palermo (Italy)

- Conference Attendance: International Medical Interpreters Association, year 2011
- Conference Attendance: International Conference on Genre variations/standardization and popularization: natural sciences, law and commerce, year 2012

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Preliminary English Test B1					
French	C1	C1	C1	C1	C1
Spanish	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Open communication skills
- Excellent written, verbal and nonverbal communication
- Ability to adapt in multicultural contexts
- Maintaining outstanding, friendly and courteous manners;
- Positive atmosphere promotion

Organisational / managerial skills

- Excellent group management
- Active participation in plans, events and projects
- Team spirit and cooperative approach
- Recognize and address problems
- Attention to details and critical thinking

Job-related skills

- Fluency in Italian, English and French
- Versatile and talented writing skills
- Excellent knowledge of translation and interpretation methods
- Excellent spelling, grammar, punctuation, research and SEO skills
- Digital editing, drafting and production of content
- Good digital content promotion and strategy skills
- Strategic planning management and goal setting
- Inspiring and creative problem-solving skills

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Knowledge of MS Office (Excel, Word, PowerPoint), Adobe Photoshop, digital marketing channels and CMS technologies.