

Sabrina Di Ruggiero

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Profile

An enthusiastic and ambitious graduate of International Relations and Languages from the University of Portsmouth. Experience with customer-focused roles as well as communication and organisation.

I have excellent time management and problem-solving skills and a strong work ethic with a number of years of experiences in general customer service and volunteering.

Thanks to my work and volunteering experiences, I have developed my communication skills in different languages, my organisation skills and my ability to be a motivational team member and/or leader.

Work experience

Freelance Translator and Interpreter for Private companies

I work occasionally as a freelance interpreter and translator. I have been translating documents from Italian to English, from English to Italian, from Italian to French and vice versa. One of my last work was to translate a document from Italian to English on the topic of "HYDROGEN TECHNOLOGY- Automotive Division" for a law and business company. The document from me translated was presented to the Maltese Government. I also worked for La Bottega dell'Artigiano as a private interpreter in a negotiation with a English speaker client.

2018-2019

Breakfast Assistant at the Holiday Inn (Portsmouth).

During working hours, I was responsible for the quality of beverages and food products and for the wellbeing of the customers. My role rotated every day, one day I was in command of the hotel kitchen, the other of the breakfast area. My responsibilities included to **check inventory**, to **set up stock and food delivery**, to **clean** all the areas and to **prepare** and provide good quality of food products and **customer service**. I ensured that the **customer experience** was the best it could be and frequently received compliments on my customer service skills.

2018

Volunteer at the European Parliament (Strasbourg, France).

In June 2018, I volunteered at the European Parliament as a member for the staff to help for the organisation of the European Youth Event. I was responsible for the organisation of the activities inside the Parliament, for guiding all the guests to their rooms in time for their activities. I also communicated all the information about the event to all the participants and guests by using all my languages and communication skills. Thanks to this experience I improved effective communication skills in different

languages, and I improved my teamwork skills as I collaborated with groups of young people and members of the Parliament.

2015- 2019

Babysitter for family with 2 children (Portsmouth).

During my working hours, I am solely responsible for the wellbeing of 2 young children (ages 4 and 9). I organise play activities and prepare dinner for them every week. I have improved my interpersonal skills when having to build new relationships with this family.

2009-2015

Volunteer Healthcare Assistant at an elderly care home (Catania, Italy).

During this volunteer experience, I learned rapport-building skills, particularly with elderly people. I was responsible for the organisation of the activities and for the management of each group of volunteers. I improved my teamwork skills as I had to collaborate with a group of people to create fun activities, such as group dances and games.

Education and qualifications

2015 – 2019	University of Portsmouth BA (Hons) International Relations and Languages
2017- 2018	Institut d'études politiques de Strasbourg Programme Erasmus
2009 – 2015	Liceo linguistico Sant'Orsola, Catania (Italy) Diploma di Maturità (Italian Equivalent of A-Level)

Skills

- Multi-lingual – Italian (Native), English (Fluent – native level), French (Fluent), Spanish (Intermediate) and Arabic (basic)
- Clear and effective communicator
- Personable
- Strong interpersonal skills
- Ability to multi-task effectively
- Ability to quickly establish interpersonal and professional relationships with staff and partners from different backgrounds
- Ability to work effectively under pressure
- Ability to negotiate, debate and intermediate
- Critical and creative thinking
- Public Speaking
- Team worker
- Self-management and time management skills
- Punctual
- Proficient user in standard computer software (including Microsoft Office and Photoshop)
- Proficient user of wide range of communication tools (e-mail, chat, SMS, instant messaging, blogs, micro-blogs, social networks) for online communication
- Proficient in account managing and in developing political on social media

- Translation, interpreting and editing skills
- Excellent organising, planning and management skills
- Strong analytical skills
- Active listening skills
- Leadership skills
- Problem Solving
- Flexible and easily adapt to changes

Other experience

September 2017- June 2018: **European institutions conferences.**

During my Erasmus year abroad, I had the possibility to follow some conferences in each European institution. I went to the European Court of Human Rights to follow some cases, such as the case of Ramda v. France. I went to the Letta's conference at the Council of Europe, in which I took part at the presentation of Enrico Letta's book. I also went many times to the European Parliament for different events, such as the European Week, the organisation of the European Youth Event (in which I volunteered as a member of staff) and to follow the plenary sessions on global issues.

February 2018: **European Week at the European Parliament of Strasbourg.**

During the European Week, I had the possibility and honour of working as a European deputy at the European Parliament of Strasbourg. I had the opportunity to present motions and initiatives on different global issues, such as global warming and the immigration crisis. I was also able to debate and negotiate in different languages, especially in the two main European languages, English and French.

February- March 2018: **London International Model United Nations (LIMUN).**

In my opinion, my experience at the LIMUN was one of the most educational experiences of my life. Thanks to this experience, I had the opportunity to enhance my knowledge of the United Nations Model. I was able to interact publicly, debate and present my group's caucuses as a diplomat in different languages. In contrast to my friends, I had the possibility to learn how the MUN works and on how to solve world affairs by having fun, thanks to my MUN's topic, the Marvel World.

November 2019: **Pre-selected for a Traineeship at the European Committee of the Regions.**

In November 2019, I have been pre-selected for a traineeship in the Unit B.3 - Commission CIVEX (incl. Subsidiarity Platform) of the European Committee of the Regions. More than 3.000 people applied for this position but only 7 have been pre-selected and asked for a phone interview, in which I was included. Also, Mr. Marc Kiwitt, one of the members of the CIVEX secretariat and the administrator in charge of Decentralised cooperation for development and Nicosia initiative, who interviewed me, would be happy to confirm my pre-selection.

Interests

Travels: Italy, France, United Kingdom, Ireland, Spain, Czech Republic, Germany.

Languages: I like to learn new languages.

Politics: I have a strong interest in public affairs and diplomacy. I am really interested in the work of the European Union and of the NGOs in promoting human rights respect, in debating global issues such as Climate Change and in developing international affairs to make our world better. Thanks to my personal interest and my studies, I have a good and deep knowledge of the EU institutions, policies and regulations. I am committed, enthusiastic, and passionate about all the EU projects and missions.

Photography Club: 2013-2014 at Grange School, Bristol, UK.

Art and Fashion: I have always been interested in the fashion and beauty industry.

References

Available on request.