

Giulia Mastrorocco

- You can always make it possible -
my motto

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EXPERIENCE

Sales Account Manager, REKKI at Sci-Buy ltd. - London

APRIL 2018 - JANUARY 2020

Sales Account Manager & Training Manager (Jun-Jan)

- Maintain daily and weekly sales tracking to support operational improvement and implement corrective actions.
- Optimise sales volume by managing accounts and building rapport.
- Onboard and Train new staff.

Remote Sales Team Manager (Mar-May)

- Improve team techniques and build up personal confidence.
- Teach company values, policies and protocols to new staff.
- Customer success: Communicate with customers as soon as issues arise to immediately determine resolution before problems escalate.
- Regularly interface with users, related suppliers and our tech team to improve the software.

Scout for German Market & City Opener in Berlin (Nov-Feb)

- Market research for first expansion of REKKI app in Germany.
- Help the translation team localize the app for new German market.
- Support the launching team with field work in Berlin.
- Train new staff to join the Berlin team.
- Onboard of new users in a brand new marketplace.

Sales Rep (April-October)

- Bring in new accounts through successful lead generating methods, market research, networking strategies and persuasive approaches.
- Visit customer locations on the field to determine needs, set up contracts and provide training (face to face).
- Work with designers and product team to create high-quality and brand-specific features.

Head Chef, La Gourmandina - London

SEPTEMBER 2016 - FEBRUARY 2018

- Manage team of 4, overseeing the hiring, training, as well as their professional growth.
- Work with my team to give birth to creative and diverse menu options.
- Inventory food, ingredients and supply stock to prepare and plan vendor orders.
- Forecast supply needs and estimated costs.
- Generate employee schedules, work assignments and determine appropriate compensation rates.

SKILLS

- Work fluently in Excel/GoogleSheets, full Office package/Google suite applications
- Self driven
- Extremely organised (Trello expert)
- Dedicated to team liaison
- Fast learner
- Excellent attention to detail
- Creative problem solving
- Very pragmatic

LANGUAGES

- Mother tongue(s): Italian
- Other Language skills with cultural awareness:
 - English (Read, Speak, Understand, Write) C1
 - German (Read, Speak, Understand, Write) B2
 - Portuguese (Read, Speak, Understand) B1

EDUCATION

Bachelor's Degree in Linguistic and Cultural Mediation

University for Foreigners
— Siena, Italy

OCTOBER 2009 - JULY 2013

- Linguistics, Interpreter, Educational Sciences
- Class L-12 of degree in Linguistic Mediation – Program in “Tourism business translation”
- Erasmus Study experience in Austria, University of Graz
- Arabic Language course in Halep, Syria

Chef De Partie, Odette's - London

SEPTEMBER 2015 - AUGUST 2016

- Plate completed foods paying special attention to overall presentation and necessary garnishes.
- Collaborate with the head chef to create a banquet menu for up to 100 guests events.
- Ensure personnel safety, kitchen sanitation and proper food handling or storage.
- Monitor line work processes to ensure consistency in quality, quantity and presentation.
- Create recipes and prepare advanced dishes.

Sous Chef, La Gourmandina - London

FEBRUARY 2014 - AUGUST 2015

- Started as Commis Chef because this was my first real job in a professional kitchen, but got rapidly promoted up to Sous Chef position.
- Plan and direct food preparation in a fast-paced environment.
- Disciplined and dedicated to meeting high quality standards.
- Act as head chef when required, maintaining continuity of service and quality.
- Develop full, tasting and special events menus.

Executive Assistant, Terra di Siena Film Festival - Siena

JULY 2011 - OCTOBER 2011

- Support with events administration, booking venues, catering.
- Update and maintain the Charity's website.
- Follow and when appropriate improve processes and procedures.
- Write translations and work as an interpreter.

ABOUT ME

Currently based in Goiânia, Brazil - freelancing as EFL teacher and Italian linguist/translator while discovering and studying Localization. The pandemic slowed down mine and probably everybody else's plan, I will hopefully make my move back to Europe before Christmas.

I recently left my job at REKKI app where I was working as Sales Account Manager in the Remote department. After years working in the kitchen, I was very happy to apply my knowledge of the hospitality industry to something new and revolutionary that can change the rules of this old school business. And it's at REKKI that I had the amazing opportunity to help translate and localize the app just before launching it in Germany and later in Italy!

I am very passionate about Linguistics and foreign languages, cultures and music. With a degree in Intercultural and Linguistic Mediation, I am currently studying Internationalization and Localization thanks to the amazing MOOC offered by the University of Washington.

Food lover, travel addict, professional hard worker with an extremely accurate attention to details, a bit of Italian short fuse, a lot of humour, a practical mind and an incredible will to challenge myself to learn from every experience life has to offer me.

With a naturally inquiring mind, I learn quickly by doing and I am always open and curious about what's behind the corner, so please, don't be shy and say hi.

OTHER STUDIES

Teaching English as a Foreign Language TEFL Certificate

Issued JUNE 2020

Internationalization and Localization Professional Certificate

IN PROGRESS

MOOC offered by the University of Washington on the online learning platform edX.