

# Ferdinando Grande

## WORK EXPERIENCE

### Freelance Translator - Part Time

Global Business Travel Association (United States)

Jul 2018–Present

*Translating and/or post-editing text from English to Italian for the website, the events, the brochures and the emails to the customers for GBTA (<https://www.gbta.org/>).*

### Freelance translator - Part time

Amazon Europe Core Sarl, Luxembourg (Luxembourg)

Nov 2017–Present

*Translating and/or post-editing text from English to Italian for products in the Amazon online store.*

### Customer Support and Translator - Full time

Chain Reaction Cycles, Belfast (United Kingdom)

Oct 2017–Present

*Support for Italian customers, helping them with their questions and their orders.*

*Translations from English to Italian for website, internal texts and social media.*

### Customer Relations and Global Service Relations Representative for Cisco Systems

Concentrix Europe Limited

9 Lanyon Place, Belfast, BT1 3LP (United Kingdom)

Sep 2015–Oct 2017

*- Tier 1 : Providing technical support for Cisco customers, helping them with opening new support tickets.*

*- Tier 2: Dealing with administrative issues such as checking if customers*

**MOTHER TONGUE(S): Italian**

**FOREIGN LANGUAGE(S):**

**English - Level C2**

## COMMUNICATION SKILLS:

*- Very good communication skills gained through my experience as a teacher and as a technical and administrative support agent.*  
*- Intercultural skills: as a teacher of Italian abroad and in my current position at Concentrix I have always dealt with people from all around the world such as students, colleagues and customers.*

## ORGANISATIONAL AND JOB-RELATED SKILLS:

*- For five years I was the responsible of the centres for CELI exams in different countries and I had to organise the training and the location of the exams and the delivery of the results.*  
*- Very good organisational skills and ability to work under pressure gained in my current position, as I have to handle different contacts and cases at the same time and I have to pay the expected attention to each contact.*  
*- Finally, I would like to highlight that as my entire CV shows I have many different interests and I am always eager to acquire new skills and I can learn very quickly any new program languages or their new features.*  
*- Very good knowledge of CAT programs, Microsoft Office, Google Office Suite, Libreoffice.*

are entitled to have support, if their Service Contracts or Warranties are active, researching which products they need to purchase to solve their issues.

### **Customer Relations Representative for Electronic Arts and GoDaddy**

#### **Concentrix Europe Limited**

**9 Lanyon Place, Belfast, BT1 3LP (United Kingdom)**

**Nov 2012–Mar 2015**

*– Providing technical support for GoDaddy customers, dealing with issues regarding websites and hosting maintenance, DNS records, POP3, IMAP and SMTP servers for emails, Wordpress sites.*

*– Evaluating the performance of customers' websites, trying to find services and products that could help them succeed on the web.*

*– Providing technical support for Electronic Arts customers, dealing with issues regarding games installation and functionalities on PCs and Consoles.*

### **Freelance Translator**

#### **Amistad Tour**

**4/7/17 Khanjyan St., 0001 Yerevan (Armenia)**

<http://www.amistad-tour.com>

**Sep 2012–Oct 2012**

*Translation from English to Italian of the website (<http://www.amistad-tour.com/>) and the brochures of the Armenian travel agency Amistad Tour.*

### **Teacher and organizer of in-company language training**

#### **Faeton Company**

**10-a Zavenyagina, 455038 Magnitogorsk (Russia)**

<http://www.faeton.com.ru>

**Mar 2012–Jun 2012**

*Creating the syllabuses and teaching in the courses of Italian language.*

### **Teacher of Italian and CELI Examiner**

**000 Centro Italiano di Cultura**

20 Butyrskij Val St., 125047 Moscow (Russia)

<http://www.centro-italiano.ru/>

Sep 2009–Jun 2011

*Teaching different levels of Italian and organising refresher courses for the other teachers at the Italian Cultural Centre in Moscow. Responsible and examiner for the CELI exams centre of the CVCL of Perugia University for Foreigners.*

**Teacher of Italian and Perugia University CELI Examiner**

**Higher Colleges of Technology, Abu Dhabi Men's College**

**Al Saada Street W, Abu Dhabi (United Arab Emirates)**

<http://www.hct.ac.ae/>

Sep 2008–Jun 2009

*Teaching different levels of Italian, organising and managing CELI examinations.*

**Lecturer of the Italian Language and Linguistics and Perugia University CELI**

**Examiner**

**Yerevan State Linguistic University after "V. Brusov"**

**42 Tumanyan St., 0002 Yerevan (Armenia)**

<http://www.brusov.am/>

Sep 2006–Jun 2008

*- Teaching Italian language, Italian civilization, Theory of phonetics of Italian, History of the Italian*

*language, Theory of grammar of Italian, Methodology of language teaching. Supervised 11 course*

*papers and 6 graduation papers.*

*- Organising and managing CELI examinations.*

**Teacher of Italian and Cultural Promoter**

**Honorary Consulate of Italy**

**3 Gorki St., Gyumri (Armenia)**

Mar 2007–Jun 2008

*- Creating of the syllabuses and teaching in the Italian language courses (individual and group).*

*- Organising cultural activities and promoting the Italian culture in*

Gyumri.

**Tutor in the Educational Project “Approach and Interrelation” of  
Formit school of**

**Public Administration**

**ISIM Calabria**

**14 Caduti sul Lavoro St., 88100 Catanzaro (Italy)**

**<http://www.isimcalabria.it/>**

**Sep 2005–Jan 2006**

*Support for the learners of the courses.*

## **EDUCATION AND TRAINING**

**Master of Science in e-Learning Technology - EQF level 7**

**University of Hertfordshire, Hatfield (United Kingdom)**

**Sep 2011–Jan 2015**

*Master of Science in e-Learning Technology (MSc in Computer Science of 180 credits on Design and development of eLearning websites, mainly in ASP.NET with C#, VB, MVC, Javascript, JQuery, SQL, but also with PHP and MySQL, Java, HTML5, CSS3, Bootstrap).*

*Final Project: a web application (in ASP.NET and C#, MVC with MSSQL, Javascript and Google Maps API) for a social network where users can register and add words in their languages which are displayed on Google Maps, creating live updated linguistic atlases.*

**CELTA: Certificate in English Language Teaching to Adults**

**University of Cambridge, Cambridge (United Kingdom)**

**Feb 2009–May 2009**

*Course attended at Abu Dhabi Men's College of Higher Colleges of Technology, United Arab Emirates.*

**Master in Teaching Italian to non-Native Speakers - EQF level 7**

**Perugia University for Foreigners, Perugia (Italy)**

**Sep 2005–Jun 2006**

*Master's degree in Teaching Italian to non-Native Speakers.*

**Master's Degree in Classical Philology - EQF level 7**

**University of Perugia, Perugia (Italy)**

**Nov 1997–Nov 2003**

*Old version of Italian Degree, called Laurea Magistrale, now corresponding to EQF Level 7.*

*In depth study of Ancient Greek, Latin and Sanskrit languages and literature.*

*Final Project: a research on irreversible binomials in the epic Sanskrit poems Mahabharata and Ramayana.*