

ELISABETTA NICOLOSI

PERSONAL INFO

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Address: Largo Campania 55
95122, Catania Italy

EXPERIENCE

October 2019-July 2020 Secretary

Luciano&Dami Rent Car, Catania

Specific aims of the job:

- Providing an excellent Customer Service
- Providing information about cars
- Great knowledge regarding products and services
- Administration

Performed activity:

- Answering emails and phone calls
- Welcoming clients and customers
- Providing information about rental
- Keeping a good relationship with clients
- Checking and managing all the rental period
- Organizing appointments
- Administration
- Archiving documents

Acquired knowledge:

- Complete and absolute management of the Rent Office
- Complete administration autonomy
- Making contracts

May 2019-July 2019 Customer Service Consultant

Ageas Motor Insurance, Bournemouth

Specific aims of the job:

- Customer Service support
- Motor Insurance knowledge

Performed activity:

- Answering Emails through Eptica
- Adding Cue claims in the system
- Cancelling motor policies
- Working on motor policies in every aspect
- Inbound internal calls
- Outbound calls when need to discuss some policy in further details
- Working on no claims discount
- Analyzing documents and datas
- Refunds
- Working on Accounts and different method of payment
- Fees and Charge

Acquired knowledge:

- Using CDL system and Eptica
- No claims discount
- Cue claims
- Data protection / Health and Safety in work environment
- Everything related to Motor policies

May 2018- May 2019 Front of House Receptionist

The Roundhouse Hotel, Bournemouth

Specific aims of the job:

- Front Office management
- Customer Service

Performed activities:

- Front-office Receptionist
- Check-in, check-out
- Payments by cash and card
- Management and sorting of emails
- Answering and filtering phone calls
- Counting and management of till and safe
- Banking and balancing
- Allocating rooms
- Welcoming guests and clients

Acquired knowledge:

- To take payments from the PDQ
- Knowledge of **OPERA PMS** Software
- Knowledge of Eptica

2017-06/2017-09 Sales

Hotel Village Paradise, Cosenza, Italy

Specific aims of the Internship activity:

- Enhancement of customer contact
- Acquisition of marketing techniques
- Sales

Performed activities:

- Promotion of the customer loyalty program “Blu Tribe”
- Sales and contracts
- Back-office Receptionist

Acquired knowledge:

- Knowledge of Blu Hotels Structures
- Knowledge of the marketing techniques
- Knowledge of **LEONARDO** Software for Check-in and room reservation

December 2015- January 2016 Receptionist-Internship

Grand Hotel Baia Verde, Catania, Italy

Specific aims of the Internship activity:

- Consolidation of linguistic and communication skills
- Acquisition of techniques related to the management of Hotel services
- Development of an adequate ability to approach and manage the customer

Performed activities:

- Front of House management
- Welcoming guests and clients
- Allocating rooms
- Answering and filtering phone calls
- Check ins
- Helping and supporting Managers

Acquired knowledge:

- Knowledge and use of **Nuconga software**
- Managing reservations and room planning
- To create and update reservations in the system

2012-Present Private English Lessons

Different teaching methodologies applied according to the client's needs, lessons offered to children and adults of different ages and language levels, lesson plan studied individually, face to face lessons

2012-Present Translations English Italian/Italian English

Different translating methodologies learnt during University Studies, exams addressed by translating various texts (advertising, journalistic, essays) identifying the applied methodology by arguing the choice. Translations for private clients of many kinds of texts, including articles, books, letters, emails, instructions, legal and medical documents.

EDUCATION

Degree in Foreign Languages (obtained on 27/03/2017)

University of Catania, Faculty of Humanities

Graduation Vote: 103/110

Graduation Thesis: ***The impact of British press in public opinion
Analysis of Articles about Immigration***

Acquired knowledge:

- Oral and written competence of Italian, English and Spanish languages
- Solid knowledge of languages and cultures studied

LANGUAGES

ENGLISH: Advanced

SPANISH: Upper Intermediate

FRENCH: Low- Intermediate

CERTIFICATIONS

04/11/2010-04/18/2010 Certificate of attendance at French Linguistic Stage

Main professional skills obtained: Conversation, French culture and civilization

Name and type of Organization: **ESCCOM Langue Méditerranée (Cannes)**

09/11/2011-10/01/2011 Certificate of B2 level in English

Main professional skills obtained: Conversation, listening; writing, English culture and civilization, letters and e-mail

Name and type of Organization: **Trinity College London**

Level in classification: **Level 1 Certificate in ESOL International (Speaking and Listening) B2.1 of the CERF**

2020 GA Level 5 TEFL-Teaching English as a Foreign Language

Main professional skills obtained: Teaching English to children and adults to different language levels, Teaching in classroom and online

Name and type of Organization: **i-to-i TEFL**

SOFTWARE

- WINDOWS 98, XP, VISTA: Excellent
- EXCELL: Very good
- OFFICE SUITE: Very good
- OUTLOOK: Excellent
- NUCONGA: Very good
- LEONARDO: Very good
- OPERA PMS: Excellent
- CDL SYSTEM: Excellent
- EPTICA: Excellent

SKILLS

Communication skills, Listening, Confidence, Patience, Problem solving, Creative thinking

Stress management, Calm under pressure, Politeness

INTERESTS

Member of Voluntary Organization “Cittaviva”, Babysitting, Singer, Music lover, Traveler, Historical books, TV Shows

DRIVING LICENSE

DATE

25/11/2020

SIGNED

ELISABETTA NICOLosi