

MICHELE CIGOLINI

MEDICAL AND SCIENTIFIC TRANSLATOR

EXPERIENCE

Mar 2023
Present

ENGLISH TEACHER

First Step | Curitiba, Paraná, Brazil

- Used the best instructional methods to provide engaging learning and assistance to English students
- Used audio-visual aids as well as technology to deliver Literature and cultural lessons
- Encouraged student participation in class and motivated them to work hard and practice better

Sep 2015
Feb 2016

BARBACK

Hakkasan LTD Hanwey Place

| London, Tottenham Court Road, England

- Restocked the Bar Area
- Brewed beverages
- Restocked ice, condiments and snacks.
- Collected trash, wiped up spills and removed trays to maintain fresh and clean customers areas.
- Maintained adequate levels of condiments and well-stocked drink stations to keep service flowing smoothly
- Handled customer complaints with empathy and composure.
- Consistently met my short and long-term targets.

Jan 2015
Aug 2015

BARTENDER

Mamounia Lounge

Knightsbridge

| London, Knightsbridge, England

- Received and managed orders for cocktails and hot beverages
- Restocked and cleaned the Bar area and the relative cellar/stock on a daily basis
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Recommended products to customers, thoroughly explaining details.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Delivered prompt service to prioritize customer needs.

EDUCATION

Sep 2009
Jul 2012

HIGH SCHOOL DIPLOMA

ITC Don Primo Mazzolari

| Verolanuova, Brescia, Italy

CERTIFICATES & COURSES

- **Parrot General Proficiency Test. Score: ILR 3**



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📅 13 Apr, 1991

🌐 Italian

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OBJECTIVE

Experienced specialist with a passion for delivering outstanding service.

Proactive, customer-orientated professional with over 4 years of experience in reputable shops.

Self-motivated, team player with strong organizational and interpersonal skills.

Always looking to learn new skills, take on extra responsibilities, and grow professionally.

SKILLS

- Reliable
- Mindful of deadlines
- Accurate
- Precise
- Famished for Knowledge
- Ambitious
- Customer-oriented professional

LANGUAGES

- ITALIAN | Native
- ENGLISH | Native
- BRAZILIAN PORTUGUESE | Elementary