



PERSONAL INFORMATION

Elena Mattei



 Via Piemonte 32, 25125 Brescia (Italy)

 (+39) 3492156115

 matteielena94@gmail.com

 <https://bit.ly/35x1IFq>

WORK EXPERIENCE

09/2015–10/2015

Internship in the Sales Department

ORI Martin (Steel plant), Brescia (Italy)

Internship in the commercial department under the guidance of the Export Sales Manager.

Related tasks:

- Editing of excel charts and diagrams highlighting the relationships between the ware sent and ordered from the various clients of the firm
- Translation of german scientists' reports on the quality of the steel (from German to Italian)
- Translation of documents illustrating the requirements necessary demanded by the clients on the quality and quantity of the material
- Editing of business letters addressed to foreign clients
- Maintaining a good relationship with the sales departments of the German and British branches

10/2017–12/2017

Marketing Intern at a Travel Agency Abroad

One Foot Abroad, Dublino, Ireland

Marketing assistant at a travel agency.

Related tasks:

- Interaction with suppliers to update database
- Product research and product enhancement (creation of travel packages)
- Digital Marketing and Social Media Management activities (Editing of blogs on the website concerning walking tours and the facilities provided; learning about the Digital Marketing strategy and Search Engine Optimization with the help of the Social Media Manager; creation of infographics)
- Research and problem- solving tasks
- English and Italian as mainly used languages
- Editing of statistics regarding the website visitors' and clients' trends and behaviour (Search Engine Marketing)

03/2018–12/2018

Teacher

Ad Maiora, Brescia (Italy)

Teacher of English and German classes at a private school

EDUCATION AND TRAINING

10/2013–11/2016

Bachelor's Degree in Languages and Culture for International Tourism and Commerce

University of Verona, Verona (Italy)

Final grade: 110 with honors

- 10/2016–07/2019 **Master's Degree in Languages for Tourism and Commercial Communication**
 University of Verona, Verona (Italy)
 Final grade: 110 with honors.
 Award of a 2017/2018 degree as a result of the acquisition of 66 supplementary credits (Piano Formativo 24 CFU included) in order to own the prerequisites to teach Italian abroad and foreign languages (English, German) in Italy.
- 09/2014–02/2015 **Semester Abroad with the "Erasmus Program"**
 Universitaet Passau, Passau (Germany)
 Erasmus scholarship: Semester abroad with classes mainly focused on improving English and German speaking, grammar and writing skills.
 Participation in the program "Europa macht Schule" 2014-2015.
- 01/2017–06/2017 **Semester Abroad with the "Worldwide Study Program"**
 University of Massachussets Boston, Boston (United States)
 "Worldwide Study Program" scholarship: Semester abroad with a financial support provided by the University of Verona
- 01/10/2019 **Doctorate in Foreign Languages, Literatures and Linguistics**
 University of Verona, Verona (Italy)
 Three-year scholarship at the department of Foreign Languages and Literatures in the field of "Digital Humanities"

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
30L (ALTE certificate, University of Massachusetts Boston)					
German	C2	C2	C2	C2	C2
30L (ALTE certificate, University of Massachusetts Boston)					
Spanish	B2	B2	B2	B2	B2
91/100 (CLA certificate, University of Verona)					
Russian	B2	B2	B2	B2	B2
87/100 (CLA certificate, University of Verona)					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills - Good communication skills acquired during many experiences abroad and as a teacher
 - Good predisposition to team work and problem-solving due to the contact with people from different cultures in international settings

Organisational / managerial skills - Good organizational skills due to multitasking assignments during both internships and work experiences
 - Good team-leading skills due to the five-year volunteering experience as an entertainer at the primary school "Santa Maria Ausiliatrice"

- Good flexibility and adaptability skills

Job-related skills

- Good relational, interpersonal, listening and problem-solving skills with individuals from different linguistic and cultural backgrounds
- Constant aptitude to commit for personal and professional growth
- Persistence in accomplishing tasks with accuracy, thoroughness and dedication

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Basic user	Independent user

Digital skills - Self-assessment grid

Good command of:

- Excel
- software for the creation and enhancement of tourism packages
- Hootsuite (Social Media Marketing software)

Driving licence

B