

Top Skills

Cross-Selling
Creative Writing
Invoice Processing

Languages

English
Italian
French

Certifications

First Aid Certificate

MA Comparative Literatures and Modern Languages. Editorial Assistant, Content Contributor and Translator
London, England, United Kingdom

Summary

Motivated Administrative and Editorial Assistant with exceptional customer service and engagement skills. Results-orientated professional with proven ability to anticipate needs, proactively address situations and mitigate conflicts. Strong calendar and scheduling management skills to prioritise, organise and maximise availability and project timelines.

Committed and creative, with strong work ethic, professional demeanour and great initiative. Focused on driving productivity by leveraging strong front office management skills.

Adept communicator with fluency in Italian, English and Office, Mailchimp and Sage software expertise.

Experience

Letterate Magazine

Editorial Assistant

May 2021 - Present (3 years 4 months)

Home based

Develop and implement record management procedures.

Respond to enquiries from clients, vendors and members of the public.

Elevate customer satisfaction ratings by analysing issues for speedy resolution.

Handle media and public relations inquiries, distributing press releases and allocating relevant company spokespersons.

Draft meeting agendas and followed up on team action items.

Train junior team members on administrative processes, company requirements and performance strategies.

Coordinate meetings with other department managers.

Streamline operations by organising files and documents to implement improved workflow and organisation.

Provide comprehensive administrative and clerical support, including organising files, creating spreadsheets and imaging documents.

Support CEO in managing operational workflow.

Write accurate, reliable reports and correspondence from dictation and handwritten notes.

Exceed assigned goals by partnering with staff to implement best practices.

Choosing Keeping

Ecommerce and Shop Assistant

November 2020 - Present (3 years 10 months)

London, England, United Kingdom

Replenish floor stock and processed deliveries promptly, maximising product availability for customers.

Foster positive relationships with customers to enhance loyalty and retention.

Update product labelling and promotional pricing.

Support loss prevention by monitoring customer behaviour and carefully handling products.

Operate cash registers with accuracy and processed cash and card transactions.

Track industry trends to better meet customer needs.

Resolve customer complaints and process issues with proactive problem-solving skills.

Listen to customer needs and preferences to provide targeted advice, increasing sales opportunities.

Communicate customer feedback to management team to drive process improvements.

Address customer enquiries and concerns, facilitating decision-making and minimising hesitation.

Facilitate daily and weekly physical inventory counts, maintaining accurate stock records.

Cover extra shifts and maintained flexible schedule to achieve store goals.

Maintain knowledge of current promotions, refund guidelines and payment policies, providing reliable customer advice.

Explain unique product features to engage customers, highlighting benefits, applications and uses.

Manage effective segmentation strategies in Mailchimp, boosting email conversion rates.

Target demographics specific to tailor campaigns for maximum engagement across designated areas, especially through the monthly newsletter.

Various Companies

Freelance Translator

January 2017 - Present (7 years 8 months)

Home based

From English to Italian

From Italian to English

My duties included but were not limited to:

- Reading through and listening to material in one language, ascertaining understanding of the meaning and context of that material, and converting it into a second language, making sure to preserve the original meaning
- Following up with clients to ensure satisfaction and understanding
- Translating a variety of documents including literary, research, educational, and commercial materials.

The School of Life

Shop Assistant

December 2019 - October 2021 (1 year 11 months)

London, England, United Kingdom

Fostered positive relationships with customers to enhance loyalty and retention.

Replenished floor stock and processed deliveries promptly, maximising product availability for customers.

Carried out regular call and communication monitoring, ensuring service provisions meet defined quality standards.

Expertly created rosters according to staff strengths to build dedicated, hardworking teams for each shift.

Carefully managed complaint escalations, remaining calm and professional throughout to maintain positive customer satisfaction ratings.

Implemented Nielsen report to upgrade internal processes and improve team efficiency.

Partnered collaboratively with other departments to determine optimum schedules for special projects.

Paperchase

Supervisor

December 2017 - September 2019 (1 year 10 months)

London, United Kingdom

Alt Africa Magazine

Deputy Arts and Ent. Editor

September 2017 - December 2018 (1 year 4 months)

London, United Kingdom

Worked with reporters to assess stories and improve quality of work.

Prepared, rewrote and edited several pieces per week to improve readability.
Used reference sources to verify dates, facts, and statistics.
Interviewed sources and developed relationships with informants to obtain stories.
Used Photoshop to edit and prepare photos for use with pieces.
Used Office to write and edit professional articles.
Built productive relationships with writers, editors, advertisers, designers and other professionals in order to successfully produce Alt A.
Developed and optimised online and print strategies to maximise coverage, advertiser investment and subscriptions.
Managed social media pages, including Facebook and Instagram platforms.
Wrote headlines and summaries for each article.

Robi Walters Gallery

Gallery Assistant

March 2017 - March 2018 (1 year 1 month)

12 Ingestre Place W1F0J

Designed labels for various art pieces with specific information and layout.
Led tours around the gallery and facilitated large visitor groups.
Dealt with incoming and outgoing works of art to ensure safety, correctness and punctuality of shipments.
Inspected items closely, noting unique features, measurements and cultural significance of each artefact.
Prepared artefacts for exhibitions while balancing item safety with aesthetic guidelines.
Balanced item protections with aesthetic standards while preparing artefacts for exhibition.
Employed approved solvents and cleansers to ready items for display.
Informed visitors of exhibit features and highlights to promote enriching gallery experiences.
Assisted marketing team with creation and posting of website and social media content to promote gallery to current and potential customers.

NGO KRUG, International Centre for Sustainable Cultural Collaboration

Project Coordinator

July 2015 - November 2016 (1 year 5 months)

London, United Kingdom

My duties included but were not limited to:

Manage website and social media profiles, crowd funding campaign.
Coordinate and promote new events, conferences, lectures and meetings.
Take care of PR, managing relationships with artists and other organisations in order to increase collaboration and connections between sustainable and cultural institutions.

During my collaboration with Krug, I've been selected twice for the Climate Reality Project (<https://www.climaterealityproject.org/leadership-corps>), first for a Training in Manila and for another training in Houston, Texas.

I've been also selected for the Tandem Turkey Project 2016-2017 (<http://www.tandemforculture.org/programmes/tandem-turkey/>) an international programme that aims at establishing long-term partnerships between cultural organisations from Turkey and the EU countries.

I developed a cooperation project with my partner in Anatolia aiming at promoting cultural and artistic partnerships between Montenegro/UK/Turkey through the implementation of a site specific installation and a series of participative storytelling programs throughout the year, each focused on heritage, cultural exchange and art management.

Le Pain Quotidien

Supervisor

September 2014 - March 2016 (1 year 7 months)

London, United Kingdom

Education

Birkbeck, University of London

Master's degree, Modern Languages and Comparative Literatures · (October 2023 - October 2024)

Università degli Studi di Pavia

Bachelor's degree, Digital Communication and Media/
Multimedia · (2009 - 2013)

Liceo Sociopsicopedagogico "Carlo Amoretti"

Diploma di Scuola Superiore, Human Sciences · (2003 - 2008)