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| **Alessandra Agostinelli***Carrer Lepant 161, 08013, Barcelona**+34657211199*ale.ago@hotmail.it |  |

**Education and Courses**

* May 2017: DITALS certificate.
* December 2016: TEFL certificate (passed with merit).
* September 2011-March 2012: course “Milestones in the history of Russian culture”, Trinity College, Dublin.
* November 2010-February 2011: European Programme “Leonardo da Vinci”, Collegio Universitario Arces Palermo - Cap Ulysse Bordeaux, Bordeaux.
* April 2009: **Master in Art History, 110 lode/110 (summa cum laude), University of Venice Ca’ Foscari**, Faculty of Letters and Philosophy, dissertation on "Italian collectors at the dissent Biennial of Venice".
* February 2006: Degree in Cultural Heritage Conservation, University of Venice Ca’ Foscari, Faculty of Letters and Philosophy.

**Languages**

* **Italian**: native speaker
* **English**: proficient (C2)
* **French**: advanced (C1)
* **Spanish**: advanced (B2)
* **Catalan**: basic

**Experience**

**Since September 2016**

**Exit school of English, Palau I Solita’de Plegamans (Barcelona)**

* **Teaching English, French and Italian to children, teenagers, adults and business professionals (companies).**
* **Translations English – Italian and French-Italian.**

*March2016 – May2016*

Travelled around South East Asia.

*October 2015 – February 2016*

**Second level Customer Service, e-commerce department at Oysho (Barcelona, Spain)**

* Supervising the job of the call center, helping them to find a solution to offer to customers: providing support to the shops in case of enquiries related to the e-commerce; solving out problems with the website; managing relationships with the couriers and follow up in case of delayed deliveries or lost items.
* Translations from English, French and Spanish into Italian and vice-versa.

*From March 2014 – October 2015*

**Customer Service Executive at Booking.com (Barcelona, Spain)**

* Assisting clients in travel’s decisions and problem solving in Italian, English, and French.
* Manage and optimize hoteliers’ accounts.
* Problem solving, managing customers' complaints and feedback, analysis of incoming requests and ability to provide an appropriate solution with regards to Travel Market’s solutions.
* Translations from English and French to Italian and vice-versa.

*August 2013 - February 2014*

**Customer Service Representative at Colt Telecom Technology Service (Barcelona, Spain)**

* French and English Support: answered contacts promptly and professionally via phone and email.

*May 2013 – August 2013*

**Museum Guide at Palazzo Grassi and Punta della Dogana and Museum Guide at Fondazione Musei Civici di Venezia (Italy)**

* Guided tours in Italian, French and English to the exhibitions, at Palazzo Grassi and Punta della Dogana, Ca’ Rezzonico, Casa Goldoni, Ca’ Pesaro and Palazzo Ducale. Art workshop for children and students.

*August 2012 – February 2013*

**Google Customer Analyst for Android (Dublin)**

* Problem solving and ability to provide an appropriate solution to the Google Play Customers.
* Point of contact within the team for the product Google Books.

*April 2011 – August 2012*

**Technical Support Analyst at Hewlett-Packard (Dublin)**

* Responsible for monitoring and working on Italian Mailbox;
* Working on the Escalation and Outage process in collaboration with ILCs and ICOs of Kone-P&G desk;

*November 2010 – February 2011*

**Museum Guide at Musée des Beaux Arts de Bordeaux (Bordeaux, France)**

* Guided tours in French to the permanent collection and art workshops for children.

*December 2009 – June 2010*

**Team Leader at Santa Giulia Museum Bookshop, Artematica srl (Italy)**

* Coordinated a group of people.
* Ensured complete efficiency when following financial cash desk procedure.
* Provided regularly with the stocks and reported daily basis analysis concerning sales.
* Carried on merchandise delivery process and accounting procedures.

*October 2008 – June 2009*

**Education Assistant - Ufficio attività educative, Fondazione Musei Civici di Venezia (Italy)**

* Developed an educational project regarding museums of XVIII century in Venice.

*March – May 2008*

**Marketing Assistant at Ufficio attività educative, Fondazione Musei Civici di Venezia (Italy)**

* Press review and communication, market researches on the Italian museums offer, collaboration to the creation of art exhibitions and collateral events.

*October 2007 – December 2009*

**Museum guide at Peggy Guggenheim Collection, Palazzo Venier dei Leoni (Italy)**

* Guided tours of the museum to students and adults.

*May 2007 – November 2010*

**Bookshop assistant at Biennale di Venezia, Electa Mondadori**

**IT Skills**

Excel, Office, Windows Xp and 7, Macintosh, Microsoft Office 2003, 2007 and 2010, Networking, Internet Explorer, Firefox, Safari, Outlook, Siebel, SM7.

**Published works**

Russie! Memoria, mistificazione, immaginario. Arte russa del ‘900 dalle collezioni Morgante e Sandretti, Terraferma edizioni;

Collezionisti italiani alla Biennale del dissenso: Franco Miele, Alberto Morgante e Alberto Sandretti, eSamizdat 2009 (VII) 1, pp. 239-288;

Franco Miele: breve ritratto, Samizdat 2008 (VI) 1, pp. 215-218.

Sophie Calle. MODUS VIVENDI, blog Subagora, May 2015.

“Belle Haleine” The scent of art, blog Subagora, July 2015.

**Interests**

Art, photography, architecture, travels, scuba diving, books.

I’m the creator of the meetup “Parla Italiano” (https://www.meetup.com/meetup-group-ovMcXLZF/)