

Annalisa Panero

Curriculum Vitae

born in Bra, 19/08/1982
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Thank to my previous working experiences I had the possibility to gain competence concerning quality control and company/customer relationship. I have organizational abilities in leading team interactions.

After maternity leave, I am now working as freelance translator.

Working Experiences

Now

Freelance Translator – English/French/German to Italian

Services: translation, transcription, proofreading, editing, voiceover, subtitling.

Software: SDL Trados, OmegaT.

April – May 2016

Marketing Employee – MEMOGRAPH di Panero Giovanna

- Online Catalog of Hardware and Software Management
- Interactions with customers and suppliers
- Webinars and Certification Courses attendance

March 2009 – December 2015

Call Center Quality and Training Responsible – GIORDANO VINI Spa

- Training and Quality Control of Customer Service employees
- Team Leader of Italian and foreign customer service personnel
- coordination of company-supplier interactions

September 2007 – February 2009

Customer Service Employee – GIORDANO VINI Spa

- England and US Customer Service employee

January 2007 – March 2007

Substitute English Teacher in Professional High School – IPCT Velso Mucci, Bra

July 2006 – December 2006

Online Catalog of Hardware and Software Management – MEMOGRAPH di Panero G.

July 2003 – October 2003

“Tour del Gusto” Booking Responsible for Salone del Gusto Event – SAC International Travel Agency

- Customer-Supplier contacts
- Booking and Payments

August 2002

Tourist Booking Stage – Obiettivo Mondo di Tavella Lucia Travel Agency

- offers checking, travel quotations and bookings

Studies

October 2005 – June 2007

Master In American Studies – Turin University of Language and Literature

October 2001 – July 2005

Three-Year Degree in Languages – Turin University of Language and Literature

May 2000

Preliminary English Test – Pass with Merit

Other Studies

Many stages of English language in British and Irish Colleges in Winchester, York, Eastbourne, Hull, Dublin, and at California University in Santa Barbara.

Company Basic Spanish Course.

Personal Skills

- **Languages:** Italian (mother tongue), English (Advanced), French (Good), German (Basic)
- Training skills
- Strategies developer for best customer service quality
- Checking of collateral customer service management procedures
- Commercial research of products for catalog best management
- Use of Microsoft Office, Web, Client Email, ASS-400 (for orders and notes)

Hobbies and Sport

Six years Kung Fu and Tai Chi practice, Third Level Certification.

I love reading and I am attending my second year of piano lessons.

A and B driving licences.