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| PERSONAL INFORMATION | Alessia Franceschini |
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|  | via Magnani 9, 40060, Castel San Pietro Terme (BO, Italy) |
| +393338297273 |
| alessiafrances@gmail.com |
| https://it.linkedin.com/in/alessiaf91 |
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| Sex Female | Date of birth 04/07/1991 | Nationality Italian |

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| WORK EXPERIENCE |  |

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| 01/2013 – 02/2013 | Customer care |
| L’Inde le Palais luxury shop srl, Bologna, Italy |
| * Customer care, website translation |
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| 5/2009 – 9/2009 | Receptionist |
| Zanhotel Europa, Bologna, Italy |
| * Check-in and check-out, convention centre |
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| 4/2008  5/2009 | Tour guide |
| F.A.I. Fondo ambiente italiano, Bologna, Italy |
| * Volunteer tour guide during specific events |
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| 6-11/4/2008 | Holiday village animation internship |
| Mondovacanze, Tropea, Italy |
| * Entertainment, organization of different activities |
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| 7-25/01/2008 | Receptionist |
| I.A.T. Informazione e accoglienza turistica (Touristic information and reception centre), Bologna, Italy |
| * Touristic information, website update |
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| EDUCATION AND TRAINING |  |

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| 2013 - 2016 | Master’s degree in Language and civilisation of Asia and mediterranean Africa |  |
| Cà Foscari University of Venice, Italy | |
| * Japanese language and culture | |
| 2010 - 2013 | Bachelor’s degree in Foreign languages and literature |  |
| University of Bologna, Italy | |
| * English and Japanese | |
| 2005 - 2010 | Professional qualification in Touristic services |  |
| Manfredi-Tanari vocational school, Bologna, Italy | |
| * English, economics, geography | |

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| PERSONAL SKILLS |  |

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| Mother tongue | Italian | | | | |
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| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C1 | C1 | C1 | B2 | C1 |
|  | Toefl Ibt 98/120 (29/3/2014) | | | | |
| Japanese | C1 | C1 | C1 | B2 | B2 |
|  | Nihongo noryoku shiken N2 (7/12/2014) | | | | |

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| Communication skills | Good communication skills gained through my experience as receptionist and tour guide, both in Italian and in English/Japanese.  I had the opportunity to improve my skills abroad during several study trips in London, Malta and Tokyo.  Last year I spent five months studying at Kanagawa university in Yokohama, Japan, as an exchange student. |

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| Digital competence | SELF-ASSESSMENT | | | | |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Proficient | Proficient | Basic | Independent | Independent |
|  | * good command of office suite (word processor, presentation software) | | | | |