

PERSONAL INFORMATION

Antonio Cirillo

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Sex Male | Date of birth 26/03/1991 | Nationality Italian

WORK EXPERIENCE

10/04/2013–10/08/2013

Tourist information officer

Ente provinciale turismo, Naples (Italy)

10/09/2014–10/09/2015

Steward/stewardess

Disneyworld, Orlando (Florida)

10/05/2015–10/10/2015

Tourist information officer

Vacansoleil, Frejùs (France)

- Ordering and displaying a wide range of brochures and leaflets from tourist attractions, shops, restaurants and leisure facilities
- Providing information and directions to visitors as well as supplying informations by telephone, letter or email
- Selling tickets for example for theatre performances, places to visit and sightseeing tours
- Selling items such as maps, books and souvenirs
- Enjoy working with people
- Good interpersonal, communication and customer service skills
- Good organisational skills
- Comfortable working with computers
- Good geographical Knowledge

10/10/2015–03/10/2016

Travel agent

Travel planet, Naples

- Plan and sell transportations, accommodations, insurance and other travel services
- Cooperate with clients to determine their needs and advice them appropriate destinations, modes of transportations, travel days, costs and accommodations
- Provide relevant information, brochures and publications (guides, local costumes, maps, regulations, events) to travelers
- Book transportations, make hotel reservations and collect payments/ fees
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Network with tour operators

20/11/2016–Present

ICT help desk agent

IBM, Naples

- assist in managing ticket queues and routing tickets to the appropriate queues for resolutions
- providing tier 1 and 2 technical support
- Troubleshoot: PC/MAC hardware, peripheral and communication devices, HP laser jet printers

- Provide software support, including but not limited to, Windows 10, Skype for business, Google chrome, office 365, and all CORP property software
- Receive, prioritize and resolve end user incidents in accordance of EU IT Service Desk SLA's
- Adhere to team processes, procedures and policies

EDUCATION AND TRAINING

- 10/10/2010–03/05/2013 **Batchelor**
Università L'Orientale di Napoli, Naples (Italy)
- 01/07/2013–02/10/2013 **Master in Tourism Management**
Uplevel, Naples (Italy)

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Batchelor					
Dutch	C1	C1	C1	C1	C1
Batchelor					
French	B2	B2	B2	B2	B2
Spanish	B2	B2	B2	B2	B2
German	A1	A1	A1	A1	A1
Portuguese	A1	A1	A1	A1	A1

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 gained through my experiences as Tourist office operator
- excellent customer service skills gained through my experiences as IT Analyst

Job-related skills - mentoring skills (as senior IT agent I was responsible for training new IT trainees)

Digital skills

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

Digital skills - Self-assessment grid