 **Gabriele Deiana**

Calle Ramón Berenguer el Vell, 4, 2-2, Barcelona-Spain

Mobile: +34 644283207 – [email:](mailto:e-mail:%20gabrieledeiana@hotmail.com) [archeosardegna@gmail.com](mailto:archeosardegna@gmail.com)

Place of Birth: Nuoro (NU), Italy

Date of Birth: 07/11/1976

Polyvalent professional offering good ability to adapt to multicultural environments and good communication skills, self-management skills, initiative, critical view. Ability to manage stress and moments of potential conflict.

**Work experience**

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| April 2012 - currently  July 2010 - June 2011  September 2007- July 2010  November 2005- March 2007  October 2004 - February 2005  March – June 2004  May 03 - October 03  October 2001 – April 2002 | **AR Analyst/Credit Controller**  Colt Technology Services S.p.A, Barcelona-Spain  *Managing the cash collection and account reconciliation of a selection of debtors for the Italian market, credit and notes management, cash application, refunds and administrative tasks, dispute resolution. Attending monthly reviews and preparing business metrics for review with SSC line management and finance contacts*  **Booking agent**  EnGrande S.L., Barcelona-Spain  *Managing online apartments/hotels bookings to provide customer service for the Italian, French, English and Spanish markets.*  **Booking agent**  Open House Spain S.L., Barcelona-Spain  *Answering telephone calls and managing online apartments/hotels bookings to provide customer service for the Italian, French, English and Spanish markets. Also, back office in accountancy department.* **Back Office and Customer Service** Sitel Ibérica spa, Barcelona, Spain(Lg Electronics -Italy) *Post-sales and pre-sales support, administrative tasks, informing customers about repair status, solving possible problems and complains. Italian market.*  **Videogames tester**  Babel Media Limited, Brighton, U.K.  *Testing videogames in order to fix Italian grammar mistakes and find procedural mistakes.*  **Customer service**  Volareweb office, Sassari, Italy  *Answering queries from customers and managing flight bookings.*  **Tourist guide**  Coop S.I.L.T., Alghero, (SS) Italy  *Tourist guide in archaeological sites. Describing the sites in Italian, French and English.*  **Teacher assistant**  Lycée "Les Eucalyptus", Nice, France  *Italian Teacher assistant to French students. Improving reading and conversation skills.* |

**Education and training**

January – March 2017 **Juridical language translation course: Spanish/English to Italian**

Scuola Superiore Interpreti, Pescara (Italy)

November 2010-June 2011 **Master “Cultural tourism”**

UB - Universidad de Barcelona, Spain

January – March 2009 **Accountancy course**

Fomento del Trabajo Nacional, Barcelona (Spain)

September – November 2008 **Expert in Human Resource Management**

Fomento del Trabajo Nacional, Barcelona (Spain)

November 2005 - June 2006 **Translation course: Spanish/Catalan to Italian**

Italian culture institute, Barcelona, Spain

November 2002 - December 2003 **Tourist guide course**

**(**E.N.F.A.P. - institute for professional training, Sassari, Italy)

October 1996 - March 2003 **Degree in** **Foreign languages and literature**

Università degli Studi di Sassari, Sassari, Italy

**Erasmus** in “Le Mirail” University, Toulouse (France)

[**Others:**](mailto:Ludovos@hotmail.com)

Languages:

Italian: native language

English: Advanced

Spanish: Advanced

French**:** Advanced

Catalan: good

German: notions

Computer Skills:

* Good knowledge of MS Office products (Excel, Word, Outlook, Power Point)
* Experience of databases: ITSM, ContaPlus
* Good knowledge of Oracle 11i
* Good knowledge of how to handle Internet based applications.

* Driving License (B)