



Lisa Crosta

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● WORK EXPERIENCE

01/05/2016 – CURRENT

SALES SUPPORT – BREVETTI C.E.A. S.P.A., VICENZA | PHARMACEUTICAL INSPECTION MACHINES

Main responsibilities:

- Prepare commercial quotes and estimates for new inspection machines supply and additional equipment on existing machines in cooperation with the Sales Area Manager.
- Coordinate with technical department to receive evaluations and the required documentation on due time to submit commercial quotation within Customers' bids deadlines.
- Develop and maintain strong relationships with the sales network and with Customers directly, granting a pro-active approach to solve inconveniences and handle priorities.
- Assure a prompt support for sales representatives of APAC and Northern Europe Customers.
- Process purchase orders and ensure that all Customer's requirements are entirely and correctly transferred to the production department.
- Monitor on a daily basis each project status in order to respect the agreed delivery plan.

27/07/2015 – 30/04/2016

CUSTOMER SERVICE DEPARTMENT – BREVETTI C.E.A. S.P.A., VICENZA | PHARMACEUTICAL INSPECTION MACHINES

Main responsibilities:

- Schedule technical interventions for the installation, maintenance work and repair activities on automatic inspection machines designed for the pharmaceutical market.
- Handle urgent requests of intervention to avoid Customer's production interruption.
- Carry out travel arrangements for service technicians transfers all around the world.
- Maintain a constant communication flow with Customers, Agents and Distributors to ensure a prompt support for any technical request.
- Issue and submit to Customers pricing quotes and estimates for technical interventions, services, and Customer-tailored service tools.
- Assure a constant update of the internal database, with a special focus on the expiration of machines maintenance period.
- Manage Customers' complaints.
- Monitor and update sales data and statistics on a monthly basis for the Sales Director's report.

01/07/2014 – 30/06/2015

CUSTOMER SERVICE – CHIMENTO GIOIELLIERI S.P.A., VICENZA | JEWELLERY

09/2012 – 08/2013

CUSTOMER SERVICE – LONGO & C SRL, VICENZA | APPAREL

05/2011 – 07/2012

JUST CAVALLI SALES CUSTOMER SERVICE - SALES DIRECTOR ASSISTANT – STAFF INTERNATIONAL S.P.A., VICENZA | FASHION & LUXURY

06/2010 – 09/2010

TRAVEL AGENCY – AGENZIA VIAGGI DEL SOLE S.R.L., VICENZA | TOURISM

● EDUCATION AND TRAINING

01/09/2019 – 18/11/2020 – Scuola Superiore per Interpreti e Traduttori, Pescara
MASTER'S DEGREE IN SPECIALIZED TRANSLATION (EN > IT) AND CONSECUTIVE INTERPRETING (EN < > IT) - 109/110

Translation areas of specialization: LAW / BUSINESS, MEDICAL, WEBSITES.

04/05/2020 – 04/06/2020 – Scuola Superiore per Interpreti e Traduttori, Pescara
ADVANCED TRAINING COURSE, SPECIALIZED TRANSLATION (ES > IT)

Area of specialization: TOURISM

2007 – 2010 Università degli Studi di Padova
MASTER'S DEGREE, FOREIGN LANGUAGES FOR THE INTERNATIONAL COMMUNICATION (EN - ES) - 103/110

2009 – 2010 Universidad de Sevilla
RESEARCH WORK FOR FINAL DISSERTATION

2008 – 2009 Universidad de Sevilla
1-YEAR ERASMUS PROJECT

2004 – 2007 Università degli Studi di Padova
BACHELOR'S DEGREE, LANGUAGE AND CULTURAL MEDIATION (EN - ES) - 106/110

1999 – 2004 Liceo D.G.Fogazzaro, Vicenza
LICEO LINGUISTICO - FOREIGN LANGUAGES (98/100)

● LANGUAGE SKILLS

Mother tongue(s): ITALIANO

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C2	C2	C2	C2	C1
FRENCH	B2	B2	B2	B2	B2
GERMAN	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● VOLUNTEERING

01/05/2020 – CURRENT
Verified English to Italian Translator

Translators Without Borders

● PRIVACY

Autorizzo il trattamento dei dati ai sensi del D.Lgs. 196/2003 e GDPR 2016/679.
