**Ramona Passerini**

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**Personal Profile**

Hard-working customer focused individual with a strong work ethic background who is also extremely professional and courteous. Has an outgoing personality and is very friendly. Also has over ten years of experience in customer service, with a wide spectrum of customers and many of different nationalities. Can quickly adapt to new environments and is a quick learner; currently enrolled for a Postgraduate Diploma in Finance and Risk Management in order to be well prepared for a professional role in the financial sector.

**Areas of Expertise**

* Marketing
* Account Management
* Merchandising
* Customer Care
* Salesmanship / Sales initiatives
* Staff Training
* MS Word / Excel
* Italian: Native
* English: Fluent
* French: Intermediate
* Romanian: Intermediate
* Japanese: Intermediate
* Dutch: Basic
* Arabic: Basic

**Professional Development**

**PG Diploma in** **Finance and Risk Management** *(****Westford School of Management****, London)*

*March 2014*

**Master in Translation** English – Italian *(****IATI*** *International Association Interpreters and Translators, Italy)* Present

**PG Course** **Legal and Business Translation** English – Italian ***(S.S.I.T.*** *School of Interpreter and Translator of Pescara, Italy)*

2013

**PG Diploma in Translation** course English – Italian *(****London Metropolitan University****,**London)* 2013

**Diploma in Translation and Terminology** English – Italian / Italian - English *(****IATI*** *International Association Interpreters and Translators, Italy)*

2013

**Undergraduate CHE**  Japanese Language and Culture *(****Birkbeck College****, London)* 2008- 2011

**First Certificate course** English *(****Harrow College****, London)* 2009

**Certificate of Achievement** Intro Arabic Language *(****Frances King School****, London)*

2009

**Certificate**  Tour Operator *(****C.E.L.I.T.*** *Institute, PV, Italy)*

2005

**Diploma** Accountancy *(****I.T.C.G.*** *Faravelli, PV, Italy)*

1999

**Professional Experience**

**Administrator**

Katherine & King’s College of London June 2013 – Present

* Handling correspondence.
* Accommodation officer.
* Organizing and servicing committee and academic board meetings (producing agendas, taking minutes etc.), Researching and writing reports.
* Preparing statistics and processing invoices.
* Purchasing equipment/other goods.
* Liaising with potential students, other institutions, government departments and external organizations.
* Helping with course approval, evaluation activities and timetabling.
* Formulating and implementing regulations/policies.
* Administering and coordinating student recruitment, examinations and assessment activities.

**Customer Service Representative**

The Money Shop, London Dec 2012 – June 2013

* Discuss customer's accounts with them face to face and over the phone, as well as working closely with the Store Manager and the rest of the store team.
* Referrals and sales for the following financial products: short-term consumer loans, secured pawn loans, cheque cashing, money transfer, reloadable visa prepaid debit cards and gold buying; evaluation of jewellery items.
* Customer Service determining the customer needs and providing a prompt service.
* Filing of documentation and paperwork. Various administrative tasks such as accounting, inventory and pricing.

**Group Coordinator** Nov 2010 – Dec 2012

Piccadilly Backpackers Hotel, London

* Attending to customers and responding to their queries by telephone, e-mail or in person.
* Taking payments and keeping monthly sales track.
* Marketing research to find new clients and customers.
* Negotiating rates and quotations.
* Preparing the appropriate contract and billing information for the group reservation.
* Making arrangements and bookings for transportation and tours.

**Assistant Manager**  Dec 2009 – Nov 2010

House of Books, London

* Serving at the till and processing payments of various kinds.
* Offering advice to customers and dealing with customer complaints.
* Stock level control and inventory management.
* Account management.
* Organizing special promotions, displays and events.

**Assistant Manager** Jun 2008 – Dec 2009

Kempsford House Hotel, London

* Attending to reception, responding customer queries by telephone, e-mail, fax, or in person.
* Making arrangements for transportation, tours, and reservations.
* Account management with AVON DATA, Hotel Executive Program.
* Monitoring hygiene of hotel rooms.

**Sales Advisor**  Jun 2005 – Jun 2008

Lidl Supermarket, Italy

* Inventory and stock management.
* Account management and booking.
* Customer satisfaction and dealing with customer complaints.

**Intern**  Jan 2006 – May 2006

Travel Agency Pianeta Viaggi 2000, Italy

* Attending to reception and attending to customer needs.
* Switchboard.
* Tending to customer needs.

**Personal Interests**

Travelling, reading, studying foreign languages and cultures

*References available upon request*