

● WORK EXPERIENCE

09/2018 – CURRENT

ESL TEACHER AND EXAMINATION SPECIALIST – British Institutes Crema

Teaching English to children, teenagers and adults as a Second Language: general and business English.
Designing and developing training programs.

CLIL.

Online teaching.

Exams preparation.

Crema, Italy

03/2017 – CURRENT

ESL TEACHER/TUTOR – Easy Languages

Teaching English as a second language to adults and teenagers.

Designing and developing training programs.

Selecting appropriate training methods and/or activities.

Bergamo area, Italy

03/2017 – CURRENT

ESL TRAINER/TUTOR – Servizi Formativi Aziendali - Camera di Commercio Bergamo

Teaching General and Business English to adults, focusing on the company business and requirements.

Bergamo, Italy

2019 – CURRENT

ONLINE ENGLISH TEACHER – Freelance

2000 – CURRENT

FREELANCE TRANSLATOR AND INTERPRETER

English/Italian

Italian/English

Specialist Subjects:

- Marketing
- Finance
- Technology
- Customer care
- Human Resources

11/2016 – 06/2018

ESL TEACHER – British Institutes Milan

Teaching English to children and teenagers as a second language

Exams preparation.

Milan, Italy

01/2013 – 10/10/2017

CORPORATE TRAINER – Convergys Italy srl

- Staff training as for the English language (General English and Business English) and soft skills
- Identify, customize and deliver effective training solutions
- Company Training and HR tools management
- Management of government-sponsored training programs
- Company documents translation (English to Italian/Italian to English)
- HR calibrations sessions to evaluate candidates' Italian language skills for the site of Cairo (Expedia, Amazon)
- Translation of company documents (English/Italian; Italian/English)

Milan, Italy

04/2000 – 31/12/2012

TRAINING SPECIALIST – Stream Italy

- Staff training as for the English language (General English and Business English) and soft skills
- Preparing training attendees for tests and exams
- Identifying training needs by evaluating strengths and weaknesses.
- Building annual training programs and preparing teaching plans.
- Company documents translation (English to Italian/Italian to English)

Milano, Italy

03/2000 – 06/2006

ESL TEACHER – New English Teaching Milano

- ESL Teacher (adults, teenagers, and children)
- Group Leader (12/16 years old) at Framlingham College (UK)

Milano, Italy

1990 – 1999

FREE LANCE INTERPRETER

English/German
Italian/German
Italian/English

Asia/Europe

● **EDUCATION AND TRAINING**

1998 – CURRENT

TEACHER TRAINING AND DEVELOPMENT COURSES

- British Institutes TEFL certificate
- British Institutes Teacher Trainings
- CPD online, blended and classroom trainings
- IH annual conferences for Teachers of English
- British Council seminars for teachers
- Fundamentals of Human Resources
- Human Resources core knowledge: Skills, Concepts, and Tools
- Proz.com Trainings

07/01/2019

BRITISH INSTITUTES TEFL – British Institutes

04/2012 – United Kingdom

120 HOURS ADVANCED TEFL TRAINING AND CERTIFICATE – Teflexpress

Professional English and Young Learner extensions

04/2006 – United Kingdom

TKT (TEACHING KNOWLEDGE TEST) – Cambridge University - UK

03/2005 – Pescara, Italy

LA FORMAZIONE NEL CUSTOMER CARE – Humanform

Customer Care:

- Customer care e comunicazione strategica,
- Customer service

22/07/1997 – Manchester, Italy

BA (HONS) ENGLISH / TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL) – Manchester Metropolitan University

1996 – Manchester, United Kingdom

CERTESOL – Trinity College London

Certificate in Teaching English to Speakers of Other Languages

1985 – 1987 – Milan, Italy

INTERPRETER AND TRANSLATOR DIPLOMA – SSIT Silvio Pellico

07/1985 – Italy

HIGH SCHOOL DIPLOMA (LANGUAGES AND TOURISM)

31/07/2020 – United Kingdom

EXAMINATION SPECIALIST STANDARDISATION CERTIFICATE – British Institutes Examination Board

● LANGUAGE SKILLS

Mother tongue(s): ITALIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A1	A1	A1	A1	A1

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

● DIGITAL SKILLS

Microsoft Excel | Outlook | Social Media | Microsoft Word | Zoom | Google Drive | Power Point | LinkedIn

● ORGANISATIONAL SKILLS

Organisational skills

- Extensive experience in planning and delivering trainings
- Goal-oriented and committed to meeting deadlines

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Good communication, relational, and interpersonal skills.

● **JOB-RELATED SKILLS**

Job-related skills

- Motivational skills
- Clear and effective communication skills
- Problem-solving and negotiation skills
- Proactivity, punctuality and reliability
- Personal commitment to develop and improve my knowledge and skills