

PERSONAL INFORMATION



Daniela Reo

📍 Residence: Via Seneca, 6 – 72100 BRINDISI (BR) - Italy
Domicile: Via Roma, 69 – 20013 MAGENTA (MI) – Italy

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💬 IM: Skype: danyreo@outlook.it
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Sex FEMALE | Date of birth 31/03/1968 | Nationality ITALIAN

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR

Translation – Subtitler – Proofreader
Languages Teaching – Education

WORK EXPERIENCE

Area: Training and Education

- 01/12/2023 – 29/12/2023 PET (B1) CERTIFICATION – ENGLISH COURSE FOR ADULTS
WOOM ITALIA S.r.L. – Via Tommaso Fiore, 15 – 70015 NOCI (BA)
- 04/10/2022 – 25/06/2024 BUSINESS ENGLISH CORPORATE TEACHER
BUSINESS SPANISH CORPORATE TEACHER
SPANISH TEACHER FOR ITALIAN STUDENTS*
ITALIAN TEACHER FOR FOREIGNERS (L2)*
YELLOW HUB S.r.L. – Via Napo Torriani 29 – 20124 MILAN (MI)
*Outsourcer: POLITECNICO DI MILANO – Piazza Leonardo Da Vinci 32 – 20133 MILAN (MI)
- 01/09/2024 – 30/06/2024 BUSINESS SPANISH CORPORATE TEACHER
SPANISH TEACHER FOR ITALIAN STUDENTS*
ITALIAN FOR FOREIGNERS – University Courses (L2)*
ITALIAN FOR FOREIGNERS – Corporate Courses (L2)
Employer: YELLOW HUB S.r.L. – Via Napo Torriani 29 – 20124 MILAN (MI, Italy)
- 10/09/2022 – 31/08/2023 ENGLISH TEACHER
01/09/2022 – 06/09/2022 Secondary school “C. FOSSATI” – Via Ugo Foscolo 4 – 20012 CUGGIONO (MI)
08/09/2021 – 31/08/2022 - English grammar courses and specific glossaries for Italian high school students
21/09/2020 – 31/08/2021 Business or sector STATE MEDIUM SCHOOL PRELIMINARY TO THE HIGH SCHOOL
12/09/2019 – 31/08/2020
- 28/09/2017 – 30/06/2019 ENGLISH TEACHER – ITALIAN TEACHER FOR FOREIGNERS (L2)
I.I.S. “LUIGI EINAUDI” – Via Mazenta 51 - 20013 MAGENTA (MI)
- English grammar courses and specific glossaries for Italian high school students
Business or sector STATE HIGH SCHOOL PRELIMINARY TO THE UNIVERSITY

ENGLISH & SPANISH TEACHER

**LICEO SCIENTIFICO "D.
BRAMANTE" – Via Trieste
40 – 20013 MAGENTA (MI,
Italy)**

- English courses
and specific
glossaries for
Italian students
- Italian courses for
Foreign Students

- May 2014 **ENGLISH TEACHER**
I.P.S.S.S. "G. FERRARIS" – Via Adamello 18 – 72100 BRINDISI (BR, Italy)
 English grammar courses and specific glossaries and dictionaries
Business or sector STATE HIGH SCHOOL FOR ELECTRONICS – MECHANICS
- July 2009 **ENGLISH TEACHER**
I.P.S.S.S. "F. MORVILLO – FALCONE" – Via Galanti 1 – 72100 BRINDISI (BR, Italy)
 English grammar courses and specific glossaries and dictionaries
Business or sector STATE HIGH SCHOOL FOR SOCIAL SERVICES – FASHION - TOURISM
- Sept. 2006 – February 2007 **ENGLISH TEACHER**
EXTRO' EDUCATION CENTER – Via Indipendenza 30 – 72100 BRINDISI (BR, Italy)
 English grammar courses and specific glossaries and dictionaries
Business or sector PRIVATE HIGH SCHOOL FOR HAIRDRESSERS AND BEAUTICIANS
- October 2005 – June 2006 **ENGLISH TEACHER**
I.T.I.S. "E. FERMI" – Via Capitano di Castri 144 – 72021 FRANCAVILLA FONTANA (BR, Italy)
 English grammar courses and specific glossaries and dictionaries
Business or sector STATE HIGH SCHOOL FOR ELECTRICIANS AND MECHANICS
- October 2003 – May 2004 **ENGLISH & SPANISH TEACHER**
CENTRO STUDI ARCADIA S.A.S. – Via Dalmazia – 72100 BRINDISI (BR, Italy)
 • English & Spanish teaching (areas: grammar – literature – history – information technology – commercial – manufacturing)
Business or sector PRIVATE HIGH SCHOOL

• **Area: Sales & Marketing**

- 24/11/2005 – 28/09/2017 **HR ADMINISTRATION MANAGER**
EUROCALLNETWORK S.R.L. – Via Luigi Rizzo 18 – 95100 CATANIA (CT, Italy)
PROGETTO VENDITA S.R.L. – Viale Edoardo Jenner, 55 – 20159 MILAN (MI, Italy)
 Operative site: BRINDISI (BR, Italy), Via Bastioni Carlo V n. 38
 • Temporary workers management
 • Permanent workers management
 • Recruiting and training of inbound and outbound operators
Business or sector TELECOMMUNICATIONS – MEDIA – UTILITIES
- January 1997 – May 2002 **CUSTOMER SERVICE MANAGER**
HEXCEL COMPOSITES S.r.L. – Via San Cristoforo 44 – 21047 SARONNO (VA, Italy)
 • Direct the training and the performance process of the sales staff and monitor their daily activities in the Italian Aerospace & Industrial Composites market;
 • Evaluate the product suitability and develop pricing strategies to ensure customer satisfaction in the Italian Aerospace market;
 • Monitor the daily sales activities (bids, purchase orders, deliveries, invoicing, complaints) and provide the management with the relevant reporting on a weekly and monthly basis;
 • Participate in promotional activities and trade shows abroad, working with product managers and accounts to market product and services.

Business or sector: AEROSPACE

May 1992 – December 1996

SALES ASSISTANT**SALVER S.p.A. – Via Damiano Macaluso 2/4 – 72100 BRINDISI (BR, Italy)**

- Confer with customers by telephone or in person in order to provide information about products and services to take orders;
- Keep records of customers interactions and transactions, recording details of inquiries, orders, complaints and relevant actions taken;
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money and adjusting bills.

Business or sector: AEROSPACE

May 1990 – August 1990

HOSTESS FOR FOREIGN CUSTOMERS**VILLAGGIO TURISTICO "ALBATROS" S.n.C. – 71010 MARINA DI LESINA (FG, Italy)**

- Check-in & check-out operations, linguistic support.

Business or sector: TOURISM

EDUCATION AND TRAINING

Still to complete

Degree course "ESPERTI DELLA FORMAZIONE PROFESSIONALE E SVILUPPO DELLE RISORSE UMANE"

UNIVERSITA' DEL SALENTO – FACOLTA' DI SCIENZE DELLA FORMAZIONE (LECCE, Italy)

- Training programs – Performance evaluations – Development assessment – Educational plans – Psychology – Sociology

April 2020

Training GDPR for School

April 2013 – June 2013

Training "FOCUS SUL CAMPO" (=Focus on the field)

LOGOTEL – Via Ventura 15 – 20134 MILANO (MI, Italy)

- Self-assessment process – Personal objectives definition – Process of interaction among the members of a teamwork – Definition of a team objectives.

October 2012 – November 2012

Training "REPRESENTATIVE OF WORKERS' SAFETY" (RLS)

626 SCHOOL – Via Fucini 10 – 00137 ROMA (RM, Italy)

- Application of the executive order no. 81/2008 – Safety actors in the "company microsystem" – Training of the prevention and protection service – Workers training – Comparison between the decree no. 81/2008 and the executive order no. 626/94 – Responsibilities of the representative of workers' safety – Agreement between State and Regions no. 221/2011 – The learning process in the adult – Training of the employer and the prevention and protection representative – Agreement between State and Regions no. 223/2011 – The e-learning training

October 2012

Training "PROGETTARE FUTURO" (=Planning Future)

LOGOTEL – Via Ventura 15 – 20134 MILANO (MI, Italy)

- Reading the context: the retail customer – The change process – Communicate effectively – Transactional Analysis – Conflicts management

June 2007 – December 2007

Training "SKYLAND CRUISE"

CREATTIVITA' – MILANO (MI, Italy)

- Team Building – Personal preparation – Verbal communication and body language – Learning processes – Stress management – Public speaking – Gender communication – Teamwork – Types of meeting – Active listening – Objections and complaints management – Leadership.

March 2001 – July 2001

Training "CUSTOMER SERVICE DEVELOPMENT"

KRAUTHAMMER INTERNATIONAL – CAMBRIDGE (United Kingdom)

- Psychological aspects in the commercial – Verbal communication and body language – Negotiation steps – Customer complaints and objections – Human resources evaluation – Time management.

November 26th 1991

**Degree “LINGUE & LETTERATURE STRANIERE”
(FOREIGN LANGUAGES AND LITERATURE)
(English & Spanish)**

UNIVERSITA' DEL SALENTO – FACOLTA' DI SCIENZE DI MAGISTERO (LECCE, Italy)

- THESIS: “Il Progressivo Formarsi di una Teoria dell'Arte in Stephen Daedalus”
- **END RESULT: 110 / 110 cum laude**

July 14th 1986

High School Diploma “MATURITA' SCIENTIFICA”

LICEO SCIENTIFICO “E. FERMI” – Viale Porta Pia 39 – 72100 BRINDISI (BR, Italy)

- **END RESULT: 54 / 60**

PERSONAL SKILLS

Mother tongue ITALIAN

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C2	C2	C2	C2	C2
FRENCH	C1	B2	B1	B1	A2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills Assertiveness – Problem solving – Emotional intelligence

Organisational / managerial skills Human resources, recruiting, training and management – Company objectives planning and assessment – Customer satisfaction

Job-related skills

- Excellent mastery in the recruiting, training and assessment processes (potential evaluation)
- Highly qualified in monitoring and reaching the Company's objectives (planning, budgeting, monthly revisions, reporting)
- Professional competences in HR administrative flows

Computer skills

- **MS Office Suite** (Word, Excel, Power Point, Publisher, Access, Outlook, Teams, Sharepoints), Pdf Creator, Pdf Architect, Acrobat Reader DC
- **GoogleSuite** (G-Drive, G-Mail, G-Documents, G-Spreadsheets, G-Publisher, G-Presentations)
- **Zucchetti – Piattaforme e-learning: ESL Brains, Kahoot, Quizlet, Wordwall, Mentimeter, EdApp**
- **Calendly**
- **CAT Tools: GlobalLink Project Director - WordFast Anywhere - MateCat – SmartCat – MemoQ, Trados Online Editor**
- **Others: CRM platforms (Odoo) – Zoho softwares**

Other skills

- Training – Psychology – Sociology – Communication (personal studies and training on the job):
 - The application of the behavioural psychology to the management training;
 - N.L.P. techniques
- Foreign languages glossaries (legal – business & finance – medical – electronics – engineering – sociology – chemistry)

Driving licence ☐ Type B

ADDITIONAL INFORMATION

Hobbies
Membership

- Reading, psychology, music, fitness
- **Proz:** <http://www.proz.com/profile/1345988>
- **Linkedin:** <https://www.linkedin.com/in/daniela-reo-5b786034/>
- **TraduGuide:** <http://www.traduguide.com/tr/132988.htm>

Personal data I hereby authorize the treatment of my personal data in compliance with the Executive Order dated June 30th 2003 no. 196 and the EU Regulation "GDPR" no. 2016/679.

Place and date: Magenta (Milan), January 28th, 2024

Pursuant to and for the effects of art. 46 and 47 of D.P.R. n. 445 of 28 December 2000 and aware of the criminal sanctions in the case of false statements, training or use of false acts recalled by art. 76 of D.P.R. 445/2000, the undersigned declares that the data contained in this document are true. In addition, I authorize the processing of personal data pursuant to and for the purposes of d. lgs. June 30, 2003 no. 196 - "Code about the protection of personal data" and GDPR 679/16 - "European Regulation on the protection of personal data".

Daniela Reo