



Annunziata Piscopo

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● WORK EXPERIENCE

05/2013 – 05/2014 – Aversa, Italy

TOUR OPERATOR REPRESENTATIVE – CTS Travel Agency

- Tour operator representatives act on behalf of the tour operator to give practical information, provide assistance, handle services and sell excursions to tourists while at their destinations.

05/2014 – 05/2015 – Montesilvano, Italy

BACK OFFICE SPECIALIST – Serena Majestic Hotel

- Back office specialists perform operation of administrative and organisational nature in service of running a financial company. They process administration, take care of financial transactions, perform supportive tasks and other diverse back office operations in coordination with other parts of the company.

04/2018 – 04/2019 – Aversa, Italy

SHOP ASSISTANT – Fresca 24

- Shop assistants work in shops where they perform assistance duties. They help shopkeepers in their daily work such as ordering and refilling of goods and stock, providing general advice to customers, selling products and maintaining the shop.

05/2019 – 08/2019 – Roma, Italy

RECEPTIONIST – Hotel Excel Roma Ciampino

- Receptionists are responsible for the reception area of a business. They answer the phone, greet guests, pass information, respond to inquiries and instruct visitors. They are the first point of contact for clients and customers.

09/2019 – 01/2020 – London, United Kingdom

CASHIER – Five Guys

- Cashiers operate the cash register, receive payments from customers, issue receipts and return change due.

● EDUCATION AND TRAINING

09/2009 – 07/2014 – Via Alfredo Nobel, 1, Aversa CE, Aversa, Italy

DIPLOMA TOURISM SERVICES – Istituto Professionale per i Servizi Enogastronomici e l'Ospitalità Alberghiera "Rainulfo Drengot"

09/2012 – 10/2012 – Monaco, Germany

ICH MEINE DEUTSCH VERBESSEN – BWS Germanlingua

● LANGUAGE SKILLS

Mother tongue(s): ITALIAN

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
GERMAN	A2	A2	A2	A2	A2

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

● DIGITAL SKILLS

Microsoft Excel | Microsoft Word | Facebook | Outlook | Google Docs | Microsoft Office | Buona conoscenza di Photoshop

● DRIVING LICENCE

Driving Licence: B

● COMMUNICATION AND INTERPERSONAL SKILLS

Personal Skills

- Good interpersonal and communication skills, acquired from studies abroad and work experience.
- Aware to have organizational, teamwork and mediation skills and a proven ability to understand customers' tastes in advance, developed during my career path.