**Margherita Russo**

**Catania, Italy. Tel.: +39 3701351187** **margherita3russo@yahoo.com**

Multilingual language specialist with expertise in customer service, training international staff, international tourism and in international relations. Impeccable communicative and organizational skills coupled with creativity and independence.

**HIGHLIGHTS**

• Impressive international experience: culture-sensitive, comfortable in all cultural and linguistic contexts.

• Demonstrated ability in troubleshooting problems as well as implementing creative and effective solutions.

• A confident, versatile motivator, results-driven, creative, high performer, perfectionist.

**PROFESSIONAL EXPERIENCE – CUSTOMER SERVICE**

June Sept 2015 Barcelona, Spain **Booking.com**
**French speaking Customer Services Executive**

►Managed reservations inquiries by inbound call or email. Topics included special requests, date changes, cancellations, refunds, damages and situations of distress. I applied company policies as well as adapted the best solution according to individual circumstances.

• First point of contact for partners and customers

• Implemented solutions to controversies according to the company’s guidelines

• Promoted company’s services to customers and partners.

(As the contract at Booking was seasonal, in Aug 2015 I attended a professional training at **Hospital Universitari Sagrat Cor - Grupo Quirónsalud** in Barcelona with a view of joining their Patient Services team in Palma de Mallorca the following Autumn, but I then declined to join in order to come back home to Italy for family reasons.)

2011- 2013 Chiang Mai, Thailand **Chiang Mai Lanna Business Services Ltd.**

**Back Office Executive**

►Transition management: up-started a new Italian team. Localized and adapted existing processes for remote business solutions of virtual office and remote administration tailored to small and medium enterprises. My main role was to create a page tailored for each customer that would pop up each time a secretary answered a call for that specific customer, containing all necessary infrmation and instructions for the secretary to apply during the call.

• Trained and supervised new Italian staff and liaised with German and Thai staff.

• Converted customers’ demands into easy-to follow processes for the team.

• Managed all branch office communication

2009- 2010 Singapore **Visa inc.**

**Customer Service Senior Executive**

► First point of reference for customer inquiries and emergency services.

• Revitalized relationships with Italian banks, streamlining service levels.

• Devised original solutions for procedural deficiencies causing loss of revenue.

2008- 2009 Singapore **Ariba Singapore Pte.**

**Customer Support Assistant**

► B2B technical support of an IT suite for business sourcing, activities involved telephone and written communication in Italian, English, French, Spanish and Portuguese, occasionally in other languages.

2007- 2008 Gurgaon, India **Jet2.com**

**Multilingual Customer Service Team Leader**

► Successfully tackled the transition and launch of a 20+ European team in India. Localized and adapted booking service processes in Italian, French, German and Spanish. Supervised and implemented Quality control for staff conducting airline inquiries, passengers’ services and reservations.

• Trained and supervised new staff.

• Liaised with local Indian staff as well as the British airline.

• Managed the implementation of the new system.

2004-2007 Europe, different locations **EF** Educational Tours, **Travelsphere** Holidays

**Tour Manager**

►Escorted and organized activities for tour groups averaging 50 pax. Most customers were from the USA, a large part from the UK and a smaller percentage of Canadians and French tourists. I provided cultural explanations with anecdotes and entertainment during long bus transfers. I ensured safety and punctuality, briefing the group about practical aspects of the trip.

• Consistently delighted customers

• 50%+ repeated business

• Efficient crisis management.

2001-2002 Vienna, Austria **United Nations**, Conference Services

**Conference Services Senior Assistant**

► Secured the success of high-level international conferences. Temporary contract organized by the Vienna Diplomatic Academy.

2000–2001 Vienna, Austria **United Nations**, office of the Director General

**Protocol Assistant/Security Assistant**

► Facilitated communication between the UN Chief of Protocol and Chief of Security and local authorities. Temporary contract organized by the Vienna Diplomatic Academy.

**PROFESSIONAL EXPERIENCE - OTHER**

2016-present Catania, Italy **L.I.Services**

**English/Italian language teacher**

►EFL language teacher ► Teaching Italian/English to both individual and groups of adults. Working with students with specific vocational needs, preparing work presentations, fluency and grammar lessons, etc. Creating material as well as following a set curriculum.

• Organizing language activities.

• Creating tailor-made activities and assignments for all Italian language courses

• Creating tailor-made supplementary material for English courses

• Classroom management.

• Blended Learning Assistance

1991-present (remote) **Freelance**

**Professional Translator English-Italian.**

►Legal documents, marketing text translation, website localization, subtitling and voice-over. I work with agencies and clients from all over Italy and the world. I also provide language services to many of the companies I have worked at abroad.

2010-2011 Singapore **Scuola Italiana di Singapore**

**Italian language teacher**

►Planned and delivered Italian lessons for adults and children. Students included children of diplomats and Italian expatriates in Singapore, as well as local staff employed by Italian companies in Singapore. Most of my students, both adults and children, were affiliated with the “Scuola Italiana”.

• Organizing language activities.

• Creating tailor-made activities.

• Classroom management.

2003-2004 Qingdao, China **International House** Qingdao

**English language teacher**

►I taught individual and small group courses to various levels, the students generally needed language skills for culture, business, fluency and grammar, etc. My students normally came from Asia, China, Korea and Japan.

1998- 2001 Vienna, Austria **Mind and More** (affiliate of The Open University)

**Business Italian language teacher** at various companies, including Telekom Austria, Wagon Lits, BankAustria

►Planned and delivered Italian lessons for adult in-company courses. I taught both individual and groups with various language levels and company positions. These courses were aimed at language needs which included; being able to communicate with Italian colleagues, participating in Austrian/Italian training courses, socializing with Italian customers/colleagues and relocation to Italy.

• Creating tailor-made activities.

• Classroom management.

**ACADEMIC PROFILE**

2012 (March) Brisbane, Australia NAATI Certification for Professional Translator English>Italian

2003 (May) Bangkok, Thailand ECC (Thailand) Cambridge CELTA grade B

1999 – 2000 Vienna, Austria Vienna Diplomatic Academy MAIS/Master of Advanced International

Studies

1998 – 1999 Vienna, Austria Vienna Diplomatic Academy M.A./Diploma in International Relations

1992 – 2002 Catania, Italy University of Catania Laurea/Political Science.110/110 Cum Laude

1988 – 1991 Purchase NY SUNY - State University of New York BA Social Science and the Arts,

Cum Laude

**LANGUAGES**

Mother-tongue Italian

English C2

French C1

Spanish B2

German B2

Portuguese, Russian, Greek B1

Thai, Hindi A2

Hungarian, Japanese, Mandarin and Arabic A1.2

**LEADERSHIP, COMMUNITY, SELF-DEVELOPEMENT**

2011-2013 Volunteer at Bali Spirit Festival, Ubud, Indonesia & Yoga Mala Chiang Mai, Thailand

2010-2014 Yoga teacher for disabilities, SAVH Singapore/Northern School for the blind Chiang Mai, TH

2005 Tsunami relief volunteer for NGO Secours Populaire, Kuraburi, Thailand

2004 AIDS awareness volunteer for NGO Humana People to People, Denmark

2003- 2004 Freelance Yoga and Pilates instructor

2002- 2003 Travels around the world (especially Asia and the Pacific)

2000 Traineeship Delegation EU Commission to the International Organizations, UN Division

1999 Internship, UN Department of Political Affairs, Europe and Americas Division.

1997 Volunteer and Italian teacher for NGO SOS Children Village Wienerwald, Austria

1998-1991 Italian tutor for student association at SUNY State University of New York