

VANNA LOMBARDI

Via San Pio da Pietrelcina 40

70013 Castellana Grotte (BA) Italy · Cell phone +39 3295725720

Email: vannalombardi1987@gmail.com Date of birth: 29/06/1987



Able to learn quickly, to work accurately and unsupervised in stressful situations. Flexible, organized and open minded. Out-going personality, excellent team player, good communication and listening skills enhanced by the direct contact with international customers. Polite, empathic, naturally inclined to interact with a wide range of people and available to travel.

WORK EXPERIENCE

Sales operations support

February 2020 – May 2020

Hermès Italie S.p.A. _ Milano (MI), Italy www.hermes.com

Special sale event organisation, warehouse organisation and supervision, stock analysis, support to the retail operations manager, goods control and validation, women's silk department manager during the special sale event (Oct. 5th – 18th 2020)

Art de la table administration assistant

October 2019 – January 2020

Hermès Italie S.p.A. _ Milano (MI), Italy www.hermes.com

Customer service (Italy), La Table Hermès orders placement, revision and monitoring, faulty items returns, agents support

Export Customer Service Representative

September 2016 – August 2019

Gi.Mel. S.r.l. _ Putignano (BA), Italy www.gimel.it

Foreign customers support, orders revision, faulty items returns, fashion agents support, organisation of international shipments, assistance to the sales manager, salesperson during the Pitti Bimbo Fair (Florence) from edition 84 to 89. **Fashion brands I have been involved with:** Elisabetta Franchi La mia Bambina, Dondup Kids, Philosophy di Lorenzo Serafini Kids, Alviero Martini 1A Classe Junior, Mimisol, Le Petit Coco, Berwich

Receptionist

June 2016 – August 2016

Semiramide Palace Hotel _ Castellana Grotte (BA), Italy www.semiramidepalacehotel.it

Front office and back office activities

Administrative and Accounting Employee (fixed-term contracts)

March 2010 – January 2016

Grotte di Castellana S.r.l. _ Castellana Grotte (BA), Italy www.grottedicastellana.it

Ticket office and booking activities, events organisation assistance, international customers management, website and flyers translation

EDUCATION

Bachelor's Degree in Foreign Languages and Literatures

October 2006 – February 2014

University of Bari "Aldo Moro" _ Bari, Italy

English Language and Translation, Spanish Language and Translation, English Literature, Spanish Literature

English Language Study Course

November 2012 – December 2012

Oxford School Of English _ Oxford _ UK

Attended a C1 level English Course with students from all over the world and lived with a host family in Oxford

ADDITIONAL INFORMATION

Languages: Italian (Native), English (C1), Spanish (B2), French (A2)

Computer Skills: Microsoft Office Package (Word, PowerPoint, Excel): good knowledge

Voluntary experiences: member of the Cultural Association "Labor Limae" (2016-ongoing)

Events organization support, concerts presentation, books presentation, reading during the book presentations

Private tutor work experience (one-to-one tutoring in English, Spanish and French); Shoe shop sales assistance experience;

Singer: singer during private or public events

Other interests: pastry-making, reading **Driving licence:** type B