

SERENA BELLANTONE

SUMMARY

I'm Serena, born in 1998.

I have a degree in Mediation for Interculture and Social Cohesion in Europe and I am continuing my studies in Policies for social inclusion and innovation



EDUCATION

MASTER'S DEGREE in "Policies for social inclusion and innovation"

"Dante Alighieri" University / Reggio Calabria (RC) / 2021 – ongoing

The courses I am attending are:

- Administrative law
- International planning cooperation
- Imaginary in the digital age

DEGREE in "Mediators for Interculture and Social Cohesion in Europe"

"Dante Alighieri" University / Reggio Calabria (RC) / 2018 – 2021

Graduated with grade 105/110, with a thesis entitled
The plastic company: between problems and perspectives"

The main skills acquired concern the following topics:

- Sociology of cultural and communicative processes
- Work and organizational psychology
- Urban sociology
- Public Law
- Political Economy

CONTACTS

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 serenabellantone98@gmail.com

 Via Piria, 18
Villa San Giovanni (RC)

DATA

Born in Reggio Calabria
(Italy)
on October 9, 1998

TECHNICAL SKILLS

WINDOWS OS
Advanced

BROWSERS
Advanced

MICROSOFT WORD
Advanced

POWERPOINT
Advanced

EXCEL
Intermediate

MICROSOFT OneNote
Advanced

With reference to law 196/2003, I expressly authorize the use of the personal data contained in my curriculum vitae

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LINGUISTIC HIGH SCHOOL DIPLOMA

“Luigi Nostro” Institute / Villa San Giovanni (RC) / 2011-2016

Diploma awarded with a mark of 75/100. The main skills acquired concern the following topics:

- Italian literature
- English language and literature
- Spanish language and literature
- French language and literature

PROFESSIONAL EXPERIENCE

TELEPHONE OPERATOR (VODAFONE ITALIA, IREN, A2A ENERGIA)

Accueil srl / Villa San Giovanni (RC) / September 2017 – May 2020

- Telemarketing and outbound calls service
- Commercial assistance to customers
- Promotion and sale of various items and services (via telephone and computer)
- Processing of customer data during a telephone call

ALTRO

SOCIAL & ORGANIZATIONAL SKILLS AND COMPETENCES

Strong communication skills, open and extroverted character, precision and propensity to achieve goals

LANGUAGES

ITALIAN

Native language

ENGLISH

Intermediate

SPANISH

Intermediate

FRENCH

Elementary

OTHER SKILLS

- Formal and conversational attitude based on the context
- Ability to work as a team
- Ease of establishing and cultivating human and professional contacts
- Punctuality, precision and ability to organize work