

SILVIA DELLA TORRE

PERSONAL INFORMATION

Rome, 01/05/1987

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WORK EXPERIENCE

10/2017-

Senior Account Manager at Miodottore (Docplanner)

Nurture a portfolio of new and existing customers according to monthly kpi; ensure customer success through proactive periodic health checks, product training, and developing and sharing best practices; Research customers' technical issues in a timely manner; Create knowledge base content to capture new learning for reuse throughout the company and user base

10/2015 – 09/2017

Communication and Web specialist (Marketing department) at Acea Energia

support in organizing and managing events and campaigns, social media presence, relationships with internal and external suppliers, DEM, loyalty program

05/2015

Interpreter for MG Sport

05/2013 – 05/2015

Contact center agent at Venere.com (Expedia Inc.)

2nd level assistance in Italian, English and French with regards to customers' hotel reservations

1-3/11/2013

Interpreter for Aerre Italia - Moa Casa 2013 - Rome

01/2013 – onwards

Freelance translator for Alphatrad France

English to Italian and French to Italian translation of specialized texts (mechanical and technical terminology)

11/2010 – 02/2011

Internship at the Italian Chamber of Commerce in Luxembourg

Erasmus Student Mobility for Placements, certified by Europass Mobility

translations Italian - French and English - French –Italian administrative and secretarial work, , manage correspondence and internal and external flow of information, collaboration with the staff members

10/2008 – 04/2009

Italian language assistant at Lycée Vaugelas – Chambéry (France)

Through selection by the Italian Education Ministry

support for Italian language teaching as language assistant, independent class management

07/2008 – 12/2008

Freelance translator for “Terzoocchio”

English to Italian translation of specialized texts

11/2007 – 11/2007 **Staff member** at the Italian Agricultural Confederation Stand

ExpoItalia 2007 - Bruxelles

event promotion, customer care, interpreting for visitors

09/2007 - 09/2007 **Freelance translator** for CTS

Italian-English translation of specialized texts (tourism), published in the CTS guide « Guida ISIC edizione 2007 »

EDUCATION

2015 **Digital Marketing & Social Media Communication** –

Luiss Business School - Rome

2012 **MA – Languages for International Communication** - English and French

110 cum laude - LUMSA – Rome

2007-2008 **LLP Erasmus** - Institut Libre Marie Haps – Bruxelles

2008 **BA in Translation and Interpreting** - English and French

110 cum laude - SSML Carlo Bo – Rome

LINGUISTIC KNOWLEDGE

- Italian native speaker
- English fluent
- French fluent
- German elementary
- Russian elementary

KNOWLEDGE AND SKILLS

- Hubspot
- SAP
- MailUp
- Sharepoint
- IELTS 7.0 (2013) – First Certificate of English – Cambridge (2004)
- ECDL Computer License (2004)
- DALF – Diplôme Approfondi de Langue Française (2005)
- Zertifikat Deutsch – Goethe Institut (2004)
- Test of Russian as a Foreign Language (TORFL) – Pushkin Institute (2015)

References available upon request

Ai sensi del D.Lgs.196/2003 ‘T.U. in materia di tutela dei dati personali’, esprimo il consenso al trattamento dei dati e delle informazioni forniti con il presente curriculum vitae