

Leyla Mammadova

Languages: Russian and Uzbek: mother tongue

English: Proficient

Italian: Proficient

Turkish: Pre-Intermediate

Cell: +39338 38 65 917

Email: leyla.mamed@gmail.com

Nationality: Italian



INTRODUCTION

Energetic, curious and motivated, always striving to improve my professional performance. Experience in multicultural environments, ability to assess and build good working relationship with clients. An excellent team player with great communication skills.

Interpreter's travel webpage: [Interpreter in Milan \(it-ru\) - Leyla | Interpreters Travel](#)

PROFESSIONAL EXPERIENCE:

**10/2019 – 01/2023: Front Office Receptionist
Greenberg Traurig Santa Maria - Legal Office - Milano**

- Customer care
- Programming transport, leisure, catering, meeting facilities
- Switchboard, emails
- Support the secretary with paper works, when needed

**07/2016 – 07/2019: Front Office Receptionist
Freshfields Bruckhaus Deringer - Legal Office**

- Customer care
- Welcoming and greeting clients
- Organizing and preparing meeting rooms
- Switchboard, emails
- Programming transport, leisure, catering, meeting facilities

**06/2015 – 10/2015: Sales Assistant
Hermès Flagship Store - Via Montenapoleone, Milan**

- Customer service
- Ready To Wear and shoes: sale and VIP client's sale and follow up
- Organizing stockrooms and inventory
- Personal VIP client portfolio
- Training on brand knowledge and products

**02/2014 – 05/2014: Preparing students for KET (A2 Key for Schools) Exams in the Secondary School named by
Marcello Candia**

Via Polesine 12/14, Milano

**01/2014 – 05/2015: Freelance interpreter for private companies and exhibitions in Milan Fairs
(Languages: Russian - English - Italian)**

09/2009 – 09/2010: Senior Sales Assistant

Christian Flagship Store - Christian Dior Couture - The Dubai Mall, Dubai

- In charge of custom jewellery and sunglasses department
- Receiving, storage and display of departmental stock
- Personal VIP customers portfolio
- Trainings on brand culture
- Customer database
- Accountable for the back of the house - schedules, cleanliness, safety
- Inviting guests for upcoming occasions - new collection, fashion shows, presentations of limited editions (as unique pieces of Fine Jewellery)

04/2006 – 08/2009: Sales Assistant Luxury Brand Division

Harvey Nichols - Al Tayer Group, Dubai

- Training and buddying new employees
- Sales associate dedicated person - in charge of selected brands
- Seminars on customers level of satisfaction
- Customers database
- Receiving and transferring in and out the shipment
- Reach daily and monthly targets
- Visual Merchandising
- Implementing Company's 'chain instructions' and delegating personal tasks to the team
- Handling all the stores procedures in manager's absence

09/2003 – 03/2006: Freelance Translator in Uzbekistan languages: Uzbek, Russian, English

Tashkent, Uzbekistan

03/2004 – 04/2006: English Teacher in Lyceum

'Guzal' School – Tashkent, Uzbekistan

Main duties:

- Planning the educational plan for each quarter, for different age groups
- In charge of open classes
- Organization of the seminars for general management according to the education program
- Organization of quizzes and entertainment programs for children
- Developing the pilot programs for slow and fast learning students.

EDUCATION:

CELTA: Certificate in Teaching English to Speakers of Other Languages, Cambridge University - March 2023

Bachelor's Degree in Roman-German Philology, Uzbekistan State University (1998-2002)

OTHER COMPETENCES:

Certification of Italian Language - Level B 1

Computer literacy: MS Office, Internet, Mac, Zoom (video lessons)

HOBBIES:

Fashion, Pilates, languages, cooking, reading