

CURRICULUM VITAE Maria Cristina Gonçalves Nogueira

PERSONAL INFORMATION



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Date of Birth 05 April 1966

Nationality - Portuguese

WORK EXPERIENCE

From March 2007 until today

Freelance Translator (English, Italian, Spanish, Portuguese).
English and Portuguese Teacher in the British Institutes and IULM university in Milan.

From December 2005 to Mar. 2007

BOOKING OFFICE OF AIRLINE COMPANIES BLUE PANORAMA AND AIR ITALY: air ticketing in the booking office, answer customer's requests, telesales, touristic information to clients.

2005: CUSTOMER CARE CALL CENTER ON LINE TRAVEL AGENCY LASTMINUTE.COM: air ticketing, follow up orders, sales, customer satisfaction, touristic information.

2004 - FIAT/ALFA ROMEO/LANCIA in Arese (MI): answer customer's requests about the connect system (GPS, GSM), outbound calls for activations of the system and satisfaction survey, follow up customers problems, telemarketing, telesales, introducing new range of products to customers.

2003 - EUROCHANGE at Malpensa Airport: Welcome customers, exchange money, advise customers about financial products, analyse customer's needs, open accounts/deal with different financial operations, responsibility of the cash desk.

From October 2002 to Feb. 2003

AIRLIBEXPRESS FRENCH LOW COST AIRLINE in Milan: air ticketing, follow up orders, sales, customer satisfaction, touristic information.

From January 2002 to Sep. 2002

Fiat/Alfa Romeo/Lancia in Arese - answer customer's requests about the connect system (GPS, GSM), outbound calls for: activations of the system and satisfaction survey, follow up customers problems, telemarketing, telesales, introducing new range of products to customers.

From March 2000 to Dec. 2001

QUALIFLYER GROUP SWISSAIR at Milan: air ticketing in the booking office, follow up orders, customer sales representative, touristic information to passengers and to travel agencies, prospect for new customers.

Work experiences in Portugal from 1986 to November 1999

Forensic secretary at a Lawyer.
Desk attendant in the Information Department of a Health Office.

EDUCATION AND TRAINING

Degree in Languages in the Faculty of Letters, University of Oporto, Portugal

PERSONAL SKILLS

Mother tongue

Portuguese

Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	level C1/2	level C1/2	level C1/2	level C1/2	level C1/2
English	level C1/2	level C1/2	level C1/2	level C1/2	level C1/2
Spanish	level B1/2	level B1/2	level B1/2	level B1/2	level B1/2

CURRICULUM VITAE **Maria Cristina Gonçalves Nogueira**

Job-related skills	Translator Teacher Front/Back Office
Computer skills	good command of Microsoft Office tools Word, Excel, PowerPoin, Page Maker; basic knowledge of Trados applications, Adobe Illustrator, PhotoShop
Other skills	I like living and work ing with different people, in multicultural environments, in positions where communication is important and situations in teamwork is essential. Interested in culture, literature, music and sports.
Driving licence	B

ADDITIONAL INFORMATION

Publications Translated and Projects	Rotary Club Castellanza: "Progetto Benvenuti in Italia" http://www.greenmarketing.it/alfabetizzazione/progetti/istituzioni/default.asp?proj=legalita Associazione Prhomos Gallarate: "Stop@Bullism Final Curriculum" http://www.dia-sport.org/projects/Stop@Bullism/CommonBooklet.pdf
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