

# Beatrice Pirola



## Information

Phone Number: +39 3312174141  
Email: [bpisola97@gmail.com](mailto:bpisola97@gmail.com)  
Date of Birth: 20/05/1997

## Language Skills

Italian Native Speaker  
English Advanced

## Education

High School Diploma (87/100)  
Istituto Adelaide Cairoli, Pavia

Six Months study experience USA  
975 W Main St, Dover-Foxcroft,  
ME 04426, Stati Uniti.  
Foxcroft Academy. (2014)

Scout at Pavia 4 dal 2005 al 2016

## Work Experience

### Administrative Secretariat

May 2023-November 2023 - Massimo Bernasconi's ComolakeBoats (seasonal contract).

I was responsible for managing the office, bookings for Italian and foreign clients, answering the phone and replying to emails in both Italian and English.

My duties also included opening and closing the register, payments with POS, cash and Paybylink, managing the agenda regarding tours for private clients or for travel agencies and ordering necessary materials. I also managed monthly and quarterly gym membership.

I was required to use the Office package, GateApp card management program.

### Customer Care Agent – Floor support

June 2021- April 2023 - Teleperformance Portugal

My job as a Customer Care agent for a medical device for diabetics is to act in support of other agents in particularly complex customer service cases; therefore, the job involves knowledge of the specifics of all the markets we serve (Australia, Austria, Belgium, France, Germany, Switzerland, UK). I am also responsible for being the liaison between Supervisors, agents, and Back Office. I am also responsible in taking calls mainly from English-speaking and Italian customers.

### Trainee Archivist

2018 - Parrocchia di San Primo e Feliciano

I was responsible for logging and digitalize the already existing cards for all the items inside the church and its storage room. I organized the cards with new photos and a brief description.

### Helper per City Camp

Giugno 2015

London School di Rovereto and Istituto Comprensivo Angelini

I was responsible to translate and mediate between native English-speaking educators and Italian children between ages of 6 and 14 and ensuring a successful experience and effective learning for all the participants.

## Creative Works

Photography catalog for Independent Instagram shop – 2019

I was responsible for shooting and handling the post-production of the online catalog for AML\_embroidery Instagram shop.

LINK [https://www.instagram.com/aml\\_embroidery/](https://www.instagram.com/aml_embroidery/)

## Certifications

First Certification

Cambridge University e Corso all' Istituto Adelaide Cairoli – 2015  
Listening Level C1 Reading Level C1 Speaking Level C1 Writing Level B2.

## ICDL Moduli 1 e 2

AICA course attendend at Istituto Professionale L. Cossa - 2020

During my experience at Comolakeboats, I learned how to be self-sufficient and manage communication with customers, workers in the business and those outside, and travel agencies. In addition, I learned the knowledge necessary to open and close the cash register daily and monitor the receipts.

I had the opportunity to hone my language and computer skills and apply them in an area unfamiliar to me in a mostly autonomous way.

During my work at Teleperformance Portugal, I have improved my ability to work in a team and to oversee a group of people with different skills and experience in the job.

In addition, my organizational skills have improved as I am required to have to manage multiple chats and meetings at the same time, as well as the ability to know how to arrive at a solution as quickly and comprehensively as possible.

Adding to this I am required to know how to handle clients who may be in need of help and calm them down and explain to them in the best way how to proceed. So, I am submitting my resume for assignments where I can best express my skills.

I have no residency constraints and am willing to relocate.