

PERSONAL INFORMATION

Martina Mignosa



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Sex female | Date of birth 17/07/1992 | Nationality Italian

WORK EXPERIENCE

January-now

Trainer

Maltese Italian Chamber of Commerce, 55/1 Triq Giuseppe Cali, Tà Xbiex

- Support the internal resources of the institution
- Take care of the editorial plan (website, newsletter, press releases and social media)
- Customer service, publish articles on the Chamber's websites(via Joomla software), news publication, follow aspects related to the FondiExport project

October 2022-January 2023

Trainer

JL Properties, 170, Triq il qasam, Swieqi, Malta

- Assisting the office administrator in client's payment reminders, keep up to date and tracking out systems for payments, helping with some daily task operation such as keys for new arrivals
- Assisting in marketing and reservations: creating apartments profiles for leads proposals, assisting in advertising promotion(e.g. social media, direct mail and web)
- Assisting with materials such as brochures, catalogues, online and promotional items.

June 2021-May 2022

Voluntary Universal Civil Service

Caritas, via Riviera Dionisio il Grande, Siracusa

- Training in the field of hospitality and volunteer management, orientation to work, logistics and distribution of food, after school and entertainment activities for children and people in difficulty

November 2019-January 2020

Employee

Garufi srl via Grimaldi 71, Priolo Gargallo

- Administrative support to sales activities, from order management and business practices to the management of the relationship with customers and suppliers

June-July 2018

Theatre Receptionist

Fondazione i.n.d.a. onlus c.so Matteotti 29, Siracusa

- Receive customers and provide them with information and assistance

December 2017-July 2022

Hostess

Promopaola surl via Fratelli Bandiera 77, Gravina di Catania

- Customer reception, promotion and explanation of contest rules, uploading data to pc for the purpose of game participation; verification of winnings; prize delivery.

2014-2015

Assistant Secretary

ARIT, Piazza Università

- Management of incoming and outgoing email and paper mail, answering phone calls and forwarding them to department heads or their superiors, management of communications and documents addressed to various managers, management of document archives

EDUCATION AND TRAINING

2019

Degree in Political Science

Bachelor of science in administration, University of Catania
Administrative law, statistics ,history

Replace with
European
Qualification
Framework (or
other) level if
relevant

High School Diploma

High school with second foreign language Spanish, Liceo
Scientifico Statale L. Einaudi
Mathematics, Spanish, Italian

PERSONAL SKILLS

Mother tongue(s) italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1
Spanish	B1	B1	B1	B1	B1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills Good relational and communication skills

Organisational / managerial skills Ability to work in a team, empathy and flexibility, ability to work independently, organisational skills and time management

Job-related skills Adaptability, problem solving skills, resilience, the ability to relate to others, creativity and written communication

Computer skills

- Good command of Microsoft Office™ tools ,software Joomla! e WordPress
- The graphics program Canva
- ECDL IT-Security certificate
- Specialised Level AICA
- Full ICDL Standard Certificate-AICA
- Typing Certificate-Unitalent S.r.l.

Other skills •Language Certification dele nivel B1

Driving licence B

ADDITIONAL INFORMATION

Conferences **Ottobre 2015**

Certificate of attendance at the 12th conference on public administration organized by the Italian Association of Trainers

November 2014

Certificate of participation in the training course "Communication and Human Resources: Aspects relational for the Coast Guard Port Authority Corps", organized by the Academy National Ceremonial Image and Communication

November 2014

Certificate of participation in the conference "Ceremonial and communication: development factors for a principle of legality," organized by the National Academy of Ceremonial Image and Communication

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➡ I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the information given and I am aware that false declarations are punished according to art. 76 del D.P.R. 445/2000