Europass Curriculum Vitae

Personal information

First name(s) / Surname(s)	**Flavia Mobilia**
Address(es)	Spinea 30038
Telephone(s)	
E-mail	mobiliaflavia@gmail.com
Nationality	Italy
Date of birth	01/05/99
Gender	Female

Desired employment / Occupational field

Work experience

Dates	May 21st – June 22nd 2018
Occupation or position held	Administrative Internship
Main activities and responsibilities	Supporting co-workers in daily administrative tasks: - preparing tax return files - updating and processing documents - managing electronic and paper filing system - handle correspondence via post, email and fax
Name and address of employer	Confesercenti Spinea - 173, Via Roma - Spinea – VE
Type of business or sector	Confederation of Traders in Commerce and Tourism.

Dates	January 30th – February 17th 2017
Occupation or position held	Insurance Internship
Main activities and responsibilities	Dealing with customers over the phone Assisting co-workers with the following tasks: - opening claims - analysing applications for insurance cover - examining insurance proposals - collecting background information and assessments of risk - writing quotes and negotiating the terms with brokers and clients - preparing insurance policy terms and conditions - maintaining the filing system updated in the computer software
Name and address of employer	TUA Assicurazioni. Via Roma 311/b, Spinea 30038 VE
Type of business or sector	Insurance company

Dates	February 2016
Occupation or position held	Waitress and receptionist during Venice Carnival
Main activities and responsibilities	- Welcoming customers, taking orders, serving food and beverages - Advising customers on meal choices - Ensuring customer satisfaction

For more information on Europass go to http://europass.cedefop.europa.eu
© European Union, 2004-2010 24082010

Name and address of employer	Trattoria Al Vagone Calle Priuli dei Cavaletti, 106, 30121 Venezia VE
Type of business or sector	Restaurant

Education and training

Dates	2014 - 2019
Title of qualification awarded	**Vocational School Diploma in Business - vote 60/100**
Principal subjects	Economics, law, bookkeeping, commercial services
Name and type of organisation providing education and training	IIS L. Luzzatti, Mestre – Venice, Italy
Level in national or international classification	

Personal skills and competences

Mother tongue(s) **Italian**

Other language(s)

Self-assessment	Understanding				Speaking				Writing
European level (*)	Listening		Reading		Spoken interaction		Spoken production		
English	A2	Basic user	A2	Basic user	A2	Basic user	A2	Basic user	A2Basic user
Spanish	A2	Basic user	A2	Basic user	A2	Basic user	A2	Basic user	A2 Basic user

(*) Common European Framework of Reference for Languages

Social skills and competences	Good communication and relationship skills Positive attitude and friendly personality Customer service skills gained through my experience as waitress
Organisational/ Job-related skills and competences	Good organisational, team-working skills Numerical skills Ability to perform administrative tasks accurately Good experience in all secretarial duties gained through my internship experience
Computer skills and competences	Good knowledge of Microsoft Word, Excel, Power Point. Skills gained at school and through work experience. Familiar with insurance and accounting software programs.
Other skills and competences	Reliable, precise, with analytical skills. Highly motivated Sense of responsibility Aptitude for customer service
Driving licence	Full driving licence B

References

Annexes

2

In compliance with the Italian D.L 196/2003, I hereby authorize the recipient of this document to use and process my personal details for the purpose of recruiting and selecting staff and I declare that I am informed of my rights in accordance with art. 23 of the above mentioned decree. I hereby allow my personal details to be handled fairly by companies, societies and any organizations which cooperate with You, respecting my right to privacy. Besides I authorize to use my personal

For more information on Europass go to http://europass.cedefop.europa.eu
© European Union, 2004-2010 24082010

details also by electronic ways and/or automated equipment to link the details with those of other people, according to quality and quantity criteria. Venezia-Mestre, Student's signature (if over 18) or parent's signature (if under 18) _____

Venezia-Mestre,

Student's signature (if over 18) or parent's signature (if under 18)

_____

In compliance with the Italian D.L 196/2003, I hereby authorize the recipient of this document to use and process my personal details for the purpose of recruiting and selecting staff and I declare that I am informed of my rights in accordance with art. 23 of the above mentioned decree. I hereby allow my personal details to be handled fairly by companies, societies and any organizations which cooperate with You, respecting my right to privacy. Besides I authorize to use my personal details also by electronic ways and/or automated equipment to link the details with those of other people, according to quality and quantity criteria. Venezia-Mestre, Student's signature (if over 18) or parent's signature (if under 18)

For more information on Europass go to http://europass.cedefop.europa.eu
© European Union, 2004-2010 24082010