


INFORMAZIONI PERSONALI

Angelica De Rosa

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Sesso Femminile | Data di nascita 11/08/1991 | Nazionalità Italiana

ESPERIENZA
PROFESSIONALE

01/01/2017–alla data attuale

Sales & Marketing Responsible

Blv Charter, Sorrento (Italia)

- Branding
- Social media marketing
- Charter planning
- CRM responsible

08/2016–10/2016

Assistant Event Manager

Belmond Hotel Caruso, Ravello (Italia)

- Event operation supervising
- Site inspections and sales
- Suppliers coordination

05/2016–08/2016

Event Coordinator Intern

Belmond Hotel Caruso, Ravello (Italia)

- E-mail correspondence
- Event operations
- Hostess

ISTRUZIONE E FORMAZIONE

10/2019–alla data attuale

Master Degree Luxury Marketing & Branding

Il Sole 24Ore Business School, Roma (Italia)

- Brand Strategy
- Luxury Industry
- Strategic Marketing

10/2015–05/2016

Master Degree Tourism Management

LUISS Business School, Roma (Italia)

- General Management, (Strategy, Marketing, Accounting and Finance)
- Tourism Economics, Tourist Destination Management
- Luxury Event Management
- Soft Skills, Project Management lab

Livello 5 QEQ

20/05/2015

Workshop "Satisfaction of 2.0 Customer"

UET - Scuola Universitaria Europea per il Turismo, Roma (Italia)

Seminar contents:

- How to approach the customer who comes from geographical areas with different cultural codes from ours?
- What strategies do you use to maintain and consolidate your reputation on the web?

09/2011–12/2014 **Graduation Degree in Foreign Languages and Modern Cultures**

Università LUMSA, Roma (Italia)

- Final mark of 110/110 cum laude.

01/2013–05/2013 **Erasmus Program**

Université Catholique de Lille, Faculté Libre des Sciences et Lettres Humaines, Lille (Francia)

09/2005–07/2010 **Linguistic High School Diploma**

Liceo Linguistico Sant'Anna, Sorrento (Italia)

Foreign languages: English, French and German

COMPETENZE PERSONALI

Lingua madre Italiano

Lingue straniere

	COMPRESIONE		PARLATO		PRODUZIONE SCRITTA
	Ascolto	Lettura	Interazione	Produzione orale	
English	C1	C1	C1	C1	C1
French	B2	B2	B2	B2	B2
German	B1	B1	B1	B1	B1

Livelli: A1 e A2: Utente base - B1 e B2: Utente autonomo - C1 e C2: Utente avanzato
 Quadro Comune Europeo di Riferimento delle Lingue

Competenze comunicative Good communication skills due to my experiences abroad, studies and work experience.
 Ease and flexibility in adapting to multicultural environments.

Competenze organizzative e gestionali Good organizational skills acquired during my experience as Event Coordinator, responsible for time schedule and operations.
 Good team-leading skills acquired during my experience as Tutor during Master degree course.

Competenze professionali Good command of Planning and complaint management due to direct relation with Customer as a Charter Planner and Concierge.

Competenze digitali

AUTOVALUTAZIONE				
Elaborazione delle informazioni	Comunicazione	Creazione di Contenuti	Sicurezza	Risoluzione di problemi
Utente autonomo	Utente avanzato	Utente autonomo	Utente autonomo	Utente autonomo

Competenze digitali - Scheda per l'autovalutazione

Good command of the instruments:
 Microsoft Office and MAC OSX