

## PERSONAL INFORMATION

## Pettini Laura



📍 Via Don Minzoni, 1, 50012 Bagno a Ripoli (Italia)

☎ 333 3703923

✉ laura.pettini@virgilio.it

**Date of birth** 13/09/1994 | **Nationality** Italian

## WORK EXPERIENCE

September 2018 - November 2018

### Financial and insurance consultant

Alleanza Assicurazioni S.p.A. Florence (Italy)

Receive client profile information, analyse specific needs and find solutions. Developing the policy preventive and conclusion of the contract.  
Detect, analyse and assess the customer satisfaction. Provide assistance to the customer and manage the customer base.

March 2018 – June 2018

### Incoming and event planner agency

Creativando S.L., Seville (Spain)

Record paperwork. Creation, planning, development and operation of corporate events. Management and negotiation of charges with suppliers. Budget preparation and communication with the final client. Invoicing and cash management.

November 2013 – August 2014

### Public administration – Public Relations Office

Municipality of Signa (Italy)

Front-office activity: receipt of documents and user's assistance; registration of documents and deliver of paperwork to the competent office. Information activities on the services offered by the municipality.

Back-office activity: Control and maintenance of the institutional website, press release, design and implementation of information leaflets aimed at the promotion of events and services handled by the municipality.

## EDUCATION

January 2019 – at present

### Master in Wine Management and Marketing

University of Florence – Florence (Italy)

September 2014 – March 2018

### Bachelor's degree in Economics and Commerce – Tourism and Territory

University of Florence - School of Economics and Management – Florence (Italy)

Final vote 101/110

September 2008 – June 2013

### Degree in werkmeister for tourism

Trade school for tourism ITT Marco Polo, Florence (Italy)

Upper secondary diploma

Final vote 82/100

## PERSONAL SKILLS

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Mother tongue    italian

### Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken Interaction	Spoken production	
English	B2	B2	B2	B2	B2
Spanish	C1	C1	C1	C1	C1
French	A2	A2	A2	A2	A2

**Job-related skills**    Five weeks voluntary work (July-August 2018) at an organic farm in Denmark.

HACCP certificate for food-producing activities. Valid until October 2021.

E-skills: Good knowledge of Microsoft Office applications (Word, Excel, Power Point), Internet browsing, email and implementation of web sites.

Certificate of first aid course.

Conference hosts in several events.

**Communication skills**    Team working skills; excellent communication and networking skills developed through volunteering.  
Good adaptation in new working environments.

Driving licence    B